

# The Covid-19 pandemic response in Pukerua Bay: what worked and what can we learn?

**Prepared for:**

Pukerua Bay Hub / Ahu Charitable Trust ki  
Pukerua Bay  
Porirua City Council

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## Executive summary

### Purpose

This report is commissioned by Ahu Charitable Trust ki Pukerua Bay for Pukerua Bay Hub (the Hub). It is an outcome of Porirua City Council's Village Planning Programme<sup>1</sup>, an award-winning initiative that gives locals the opportunity to have a real say in what they want in their villages and the things that affect them.

The Trust's mission is to build community resilience and connection and combat the loneliness experienced by many people, even in a small and apparently well-connected community like that in Pukerua Bay. Its initial intention was to commission research on loneliness in the Pukerua Bay community and use that information to design ways to overcome it.

Covid-19 challenged us all but was especially tough on people who already felt alone or otherwise vulnerable. In Pukerua Bay, a coordinating team made up of representatives of the Hub and the Pukerua Bay Residents' Association (PKBRA) gathered to design a community response. The team was concerned to create a support system that would be available to all residents, but especially those who might not have a strong support network in place or had any kind of additional need.

We – the Hub and those of us who were part of the coordinating team – believe that there is a lot to be learned from our experiences. While ours is a small community and one that did not, in the end, suffer a great deal from the lockdown, our team did discover a lot about what does and doesn't work in enabling community resilience and fostering connection during a time of crisis. Further, we believe this information needs to be captured, shared, and used to help prepare for other emergencies, including the real possibility of a resurgence of Covid-19 in Aotearoa New Zealand.

It is important to acknowledge what this report does not do. It is not a summary of all the good work that people in Pukerua Bay did to keep us going through this difficult time. We warmly acknowledge so many – our educators, businesses, community groups, friends, and neighbours – who kept our children learning, our cupboards full, our minds entertained, and our spirits enlivened.

*Ehara taku toa i te toa takitahi, engari kē he toa takitini.*

*My success should not be bestowed onto me alone, it was not individual success but the success of a collective.*

### Methodology

This report is essentially a narrative of how a small community responded to the Covid 19 lockdown. It is written by Kate Dreaver, a long-time member of the PKBRA Executive Committee and one of the team of volunteers that came together to coordinate Pukerua Bay's response to the Covid-19 lockdown. The report is not intended as an objective evaluation of the efficacy of the response. Instead, it is intended to provide insight into the team's thinking, the issues we encountered, and what we learned. Some attempt has been made to get a picture of impact, but not with the purpose of an empirical evaluation, but to gain insights into what seemed to work, and what could be better.

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<sup>1</sup> See [www.stuff.co.nz/dominion-post/news/2863374/Porirua-village-plan-a-winner](http://www.stuff.co.nz/dominion-post/news/2863374/Porirua-village-plan-a-winner)

The writer has used:

- desk research to provide background information about Covid in New Zealand, Pukerua Bay, the Pukerua Bay Residents' Association, and Pukerua Bay Hub / Ahu Charitable Trust ki Pukerua Bay
- meeting records, email and Facebook messages, and personal notes to tell Pukerua Bay's Covid story from the perspective of the coordinating team – these include notes from our final debrief
- a report from the team's Volunteer Coordinator
- records of the *Covid Courier*
- a survey to find out how the community perceived the response and the lessons learned.

Kelly McClean and Helen Davidson of Ahu Charitable Trust ki Pukerua Bay (the Hub) provided critical oversight of the research. Both were members of the coordinating team and are well connected within the community. This means they were well placed to notice gaps and check inferences. The draft was also shared with all members of the coordinating group for their feedback and advice. In the end, though, Kate takes responsibility for all errors and omissions.

## Overview

The first part of the report provides **background information**. It describes the overall context, outlining how global events impacted upon our nation and then focusing on Pukerua Bay. It introduces the three groups that came together to form the coordinating team: Pukerua Bay Residents' Association, Pukerua Bay Hub / Ahu Charitable Trust ki Pukerua Bay, and Pukerua Bay Emergency Management Team. It describes how the work of the coordinating team arose out of pre-existing connections between these groups, each of which share a concern for community connection and resilience.

This section tells **the story of our network** and what we did in three ways. First, it uses meeting records to explain our thinking and concerns, the decisions we made, and what informed them. There is some commentary that includes what we were thinking then and what comes to mind thinking deeply about those events now. There is then a report by our volunteer coordinator, Helen Smith. Helen has included links to some of the forms we used to create our system and she shares her own experiences and observations. Finally, there is the story of the *Covid Courier*, the newsletter we created to inform, connect, and entertain our community.

In the **reflection** section, we examine what was learned. There are two main sources here: the debrief session held by the coordinating group as the nation moved to Level 1 and a community survey run one year after the national lockdown. We use what we have learned to construct recommendations for ourselves and for our partners on the Council and in WREMO and PERT.

The **recommendations** in this report drop out of close analysis and reflection on the story, using both the coordinating group's debrief and the writer's analysis of our story and the learning from the survey. It is important to note that these recommendations have been read and endorsed by all members of the coordinating group.

## Findings

Our network was set up to ensure every member of our community had access to the support they needed. The flow of requests and response happened at two levels – at the neighbourhood level and

up and down the three levels. There wasn't a lot of demand going up and down the levels. Some people asked for and received household items they needed, help with tasks, or someone to talk to. But for the most part, as the survey responses indicate, the system was busy at the neighbourhood level. We can't know to what extent this was a consequence of what we did and to what extent it was what these neighbourhoods would have done, anyway. But there are clues to suggest that we did help catalyse these local connections. The local Facebook pages and phone trees were not likely to have happened by themselves.

Most people in our community did not seem to require help with practical needs, such as shopping. Some did, and these needs were answered. But few people have not been affected emotionally and mentally by Covid-19. We've all experienced anxiety and we've had to make major changes to how we do things. Along with the support system, our team of coordinators worked to address these needs through providing information, offering encouragement and reassurance, and providing entertainment. We did this through Facebook posts, the community website, and Residents' Association noticeboard, and the *Covid Courier*. We think that this helped generate social connection and lift spirits.

It was a shame that at the end, there was conflict on the local Trading (Facebook) page. But this only involved a few people and it happened at the end of lockdown. It was soon resolved and now for most of us, it is in the past. However, the experience reinforces one of the main findings of this report – that in an emergency, it is critical to have at least one channel of communication over which you can maintain some control.

We are very proud of our community. We believe that it lives up to its vision of “a friendly, caring village environment in a peaceful, natural setting, supported by effective infrastructure and facilities, and nurturing creativity.” This report has found some gaps in our infrastructure, particularly around our emergency management plan and our store of materials. We've also learned that maintaining that sense of friendliness and care is not something to be taken for granted. It needs to be nurtured. By making that something that is done deliberately and with love in our day-to-day lives, we create a store of kindness and goodwill that is there when we need it. This is a theme in the recommendations summarised in the final part of this report.

## Postscript

In the year since lockdown ended, our respective groups have returned to our activities, all directed towards the same goal of fostering a community marked by caring, connection, and resilience. These have included the following developments:

- Members of the Residents' Association recently established *Kōrero*, a community newsletter that is available online and in print. Its intent is to build connections and make sure everyone feels they are valued and belong in this place.
- The community website is being refined, with more information added about local facilities.
- Pukerua Bay Hub has relaunched, with a feature in *Kōrero*. It has a new programme of activities well underway.
- In March 2021, WREMO held a workshop at the community hall. Attendees ran through the emergency procedures, offered feedback on the guide, and roleplayed their response to an

emergency scenario. This workshop was promoted and then reported upon in *Kōrero*, with locals invited to help update the guide.

- The Village Planning survey has been launched and includes specific questions about the issues of resilience and loneliness. (See [www.pukeruabay.org.nz/village-plan/](http://www.pukeruabay.org.nz/village-plan/))

## The context

This part of the report describes the context, outlining how global events impacted upon our nation and then focusing on Pukerua Bay. It introduces the three groups that came together to form the coordinating team: Pukerua Bay Residents' Association, Pukerua Bay Hub / Ahu Charitable Trust ki Pukerua Bay, and Pukerua Bay Emergency Management Team. It describes how the work of the coordinating team arose out of pre-existing connections between these groups, each of which share a concern for community connection and resilience.

### Covid-19 comes to Aotearoa

On 31 December 2019, the World Health Organisation (WHO) was notified of a mysterious illness circulating in Wuhan, the capital of Central China's Hubei province. Through January, cases began to spread around Asia and the United States. However, we in Aotearoa felt little direct threat until the end of the month, when our government chartered a flight to bring some of our people home from Wuhan. On 31 January, WHO declared the new illness – now identified as a coronavirus – a “public health emergency of international concern”. Soon, the term “Covid-19” became part of our everyday language.

In early February, we heard that cases in China had peaked, plateaued, and were in decline. But the virus was spreading around the world and people were dying. Two New Zealanders on board the Diamond Princess cruise ship had caught it. Our government was implementing border restrictions and people entering the country were expected to self-isolate. By the end of the month, we had the first case of Covid-19 within our borders. The virus did not seem so far away.

The first week of March saw four more cases in Aotearoa. Covid-19 dominated the news. We watched in horror as, in quick succession, Italy, France, and Spain went into lockdown. On 11 March, the WHO declared a global pandemic.

In Aotearoa, we still had only a handful of cases, but we were beginning to understand that our nation would not be immune to its impact and that it could be devastating. The Christchurch memorial service and Auckland's Pasifika festival were cancelled, and indoor gatherings restricted in size. The numbers of people in self-isolation began to rise. Border restrictions were tightened, and Air New Zealand had to halt share trading and slash its services. Markets were collapsing around the world. Grant Robertson warned us to expect a serious blow to the economy and announced a \$12.1 billion relief package. Jacinda Ardern asked us to be strong but kind and assured us that we would be okay.

By 21 March, we had 52 cases, with the possibility that some were the consequence of community transmission. The Government introduced a four-level alert system and told us that we were at Level 2. Two days later, there were over 100 cases, and we moved into Level 3. Some of our Pacific neighbours had already declared a state of emergency. On 25 March, we did the same, moving into Level 4 and preparing to self-isolate for at least the next four weeks.

Lockdown emptied the bustling streets of our central cities but had the opposite effect in our towns and villages. It was an eerie sensation to be aware of homes and gardens populated by people, to hear their voices and see them on the street, while having to maintain our distance. Here in Pukerua Bay, our small community tested the sense of connection we had been developing for over 90 years.



## Pukerua Bay

The first inhabitants of Pukerua Bay were the Ngāti Iri, followed later by the Muaūpoko, who were chased from their land by Ngāti Toa in 1822. Pukerua was the main route for Māori travellers going north or south. The railway went through in the 1880s, but road access from Plimmerton remained a track until well into the next century.

Pākehā settlement did not begin in earnest until the 1920s, with the village marketed as a health resort. Stores began to be built and the community established a tennis and golf club. As early as 1926, a Residents' Association was established that continues to flourish today. Road access slowly improved, leading to significant growth in the population through the 1950s and 1960s. Members of the RSA built a hall that later became the Scout den. Two churches were built on land donated by residents.

In 1973, residents partnered with the Hutt County Council (which then had jurisdiction over Pukerua Bay) and the Wellington Education Board to build a Community and School Hall. A few years later, residents also succeeded in raising the money to establish a kindergarten.

The road that was an important part of the village's growth proved a double-edged sword, splitting the community in two and endangering pedestrians. Residents lobbied for safety improvements with mixed success. The environment that drew many people to 'the Bay' was also under threat, and the community came together in successive projects to protect and enhance it. The deep sense of place shared by both Tangata Tiriti and Tangata Whenua was celebrated and acknowledged through the Pou Tangata placed on the foreshore in 2012.

Today,<sup>2</sup> approximately 2000 people live in Pukerua Bay in around 700 households. While the vast majority identify as Pākehā, a small but increasing percentage also identify with other ethnic groups. The high ratio of dwellings to residents reflects a reasonably affluent population and one with a median age of 40.6 years that is above the national median of 37.4 years. It also indicates a high percentage of one- and two-person households. Compared to the rest of Porirua, we do not have many people whose activity is limited by difficulties in walking, seeing, hearing, cognition, self-care, and communication. Nevertheless, 3.2% of our population do experience these limitations.

## Pukerua Bay Residents' Association (PKBRA)

*The people of Pukerua Bay foster a friendly, caring village environment in a peaceful, natural setting, supported by effective infrastructure and facilities, and nurturing creativity.*

Pukerua Bay community vision<sup>3</sup>

Through all the story briefly sketched above<sup>4</sup>, Pukerua Bay's Residents' Association provided a place for the community to grow a shared vision and to help make that happen. It undertook projects of its own and supported others to complete theirs. It provided a voice for the community in its

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<sup>2</sup> The data in this paragraph is from the 2018 census: [www.stats.govt.nz/tools/2018-census-place-summaries/pukerua-bay](http://www.stats.govt.nz/tools/2018-census-place-summaries/pukerua-bay)

<sup>3</sup> [www.pukeruabay.org.nz/village-plan/](http://www.pukeruabay.org.nz/village-plan/)

<sup>4</sup> For more on Pukerua Bay's history, see the Facebook page of He Ara Pukerua, our local heritage group: [fb.com/HeAraPukerua/](https://fb.com/HeAraPukerua/)

dealings with others, including advocating for environmental protection measures and to address the safety and severance issues caused by the highway.

The Village Planning Programme that Porirua City Council established in 2003 provided a framework within which the Residents' Association could continue that work. The partnership it creates between the Residents' Association and City Council reflects the partnership approach the Residents' Association takes with community groups, supporting their work and helping to enable it, providing it is in the best interests of the Pukerua Bay community.

The consultation process through which the Village Plan is constructed ensures the Executive Committee operates with the community's mandate. The Residents' Association was involved with the establishment of the Hub and continues to support its operation, knowing that its activities address priorities that were identified as important by the whole community.

## Pukerua Bay Hub / Ahu Charitable Trust ki Pukerua Bay

*Better connected, vibrant, resilient communities where all people have opportunities to enjoy the company of others, get to know their 'neighbours' and share knowledge and skills.*

*Waiho I te toipoto, kua i te toi roa – Let us keep close together, not far apart.*

Ahu Charitable Trust ki Pukerua Bay mission statement

In early 2017, a new community group was formed, called the Pukerua Bay Hub.<sup>5</sup> Its intention was to establish a community café, an aspiration that many residents shared, as recorded in the Village Plan. Unfortunately, this proved too difficult to achieve. However, through its initial efforts, the organising group realised that its deeper intention was to improve community connection and resilience. The Hub created a legal entity, Ahu Charitable Trust ki Pukerua Bay, and set about organising events, workshops, and groups where locals could enjoy getting to know each other, have fun, grow skills, and combat loneliness. The Trust is the sponsor of this report on behalf of the Hub.

## Pukerua Bay Emergency Management Team

For many years, Pukerua Bay had a thriving Civil Defence team, led by Robyn Moore, who has extensive experience in emergency management. As with the Hub, the team operated independently but with the support of the Residents' Association.

The change from the previous civil defence system to the current emergency management system was experienced by our team<sup>6</sup> as a loss in power and a reduction in support. The local civil defence plan was replaced by one using a generic template. Called the *Pukerua Bay Community Emergency Hub Guide*<sup>7</sup>, the new plan sits on WREMO's page for Porirua. It was introduced to the community in circa 2014, with a group of locals attending an introductory workshop and contributing information

<sup>5</sup> For a more complete outline of the Hub's history, see *Kōrero*, Vol 1, Issue 2, April 2021. [www.pukeruabay.org.nz/korero/](http://www.pukeruabay.org.nz/korero/)

<sup>6</sup> See "Emergency office criticised", *Dominion Post*, May 27 2014 [www.stuff.co.nz/dominion-post/news/porirua/10087232/Emergency-office-criticised](http://www.stuff.co.nz/dominion-post/news/porirua/10087232/Emergency-office-criticised)

<sup>7</sup> See <https://getprepared.nz/assets/Hub-Guides/Pukerua-Bay.pdf>

to inform its development. However, the Guide has significant gaps and is not well known. It sits on the City Council's website, and we do not link to it from our community website.

These issues were already apparent in 2018, when a truck crash led to a 17-hour closure of the highway. Residents were not sure what to do and wondered on social media whether there was a plan anywhere. Ultimately, people took spontaneous action to provide food and drink to the drivers of the approximately 400 trucks that were trapped.<sup>8</sup> This was a proud moment but signalled the need to review, refresh, and publicise our emergency planning system.

## Connection and collaboration: building resilience

On 16 February 2020, the Hub hosted a strategy session to discuss how a Friends of Pukerua Bay Hub group might offer an opportunity for more locals to get involved in its operations and to strengthen connections with other community groups, including the Residents' Association. Representatives of several groups attended, as well as interested individuals. Together, participants mapped out a long-term programme of events constructed around a set of themes, including growth/Papatūānuku, resilience, Matariki, connection, and Waitangi / te reo.

Among the proposed activities was a loneliness survey that was intended to identify need, with particular attention to older residents, single parent households, those living alone, or people who were otherwise vulnerable. The plan was to launch this survey over March and April as part of events around Neighbours Day. Given the events that then unfolded, this survey became this study of Pukerua Bay's response to the Covid-19 lockdown, our community's resilience, and our ability to reach those who are most vulnerable.

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<sup>8</sup> See "Crash-impacted truckies embraced by Porirua locals" in *Stuff*, October 19 2018. [www.stuff.co.nz/national/107993151/crashimpacted-truckies-embraced-by-kpiti-locals](http://www.stuff.co.nz/national/107993151/crashimpacted-truckies-embraced-by-kpiti-locals)

# Pukerua Bay's Covid story

## The story of our network

This section tells the story of our network and what we did in three ways. First, it uses meeting records to explain our thinking and concerns, the decisions we made, and what informed them. There is some commentary that includes what we were thinking then and what comes to mind thinking deeply about those events now. There is then a report by our volunteer coordinator, Helen Smith. Helen has included links to some of the forms we used to create our system and she shares her own experiences and observations. Finally, there is the story of the *Covid Courier*, the newsletter we created to inform, connect, and entertain our community.

## Who we were

Every story has a cast of characters. The central characters in this story are the people of Pukerua Bay. It is told from the perspective of the team of people who came together to form a coordinated local response to the Covid-19 lockdown.

Pukerua Bay's Covid-19 Coordinators were: Kelly McClean (PKB Hub, Secretary), Angela Brown (PKB Hub, Chair), Paul FitzGerald (PKB Residents Association, Chair), Kate Dreaver (PKBRA, Village Plan), Helen Smith (Friends of Pukerua Bay Hub), Suzanne Rushmere (Friends of Pukerua Bay Hub), Iain MacLean (PKBRA, Vice-Chair), Robyn Moore (Porirua Regional Emergency Team – PERT), and Helen Davidson (PKB Hub, Treasurer).

The system included our network of people who took on roles as neighbourhood helpers and street champions. Ultimately, around 50 people contributed to the system – around 2.5% of our population.

## What we did

The **tables** on the following pages use records of our meetings to tell our story. The first and second columns capture the topics we discussed and the actions we agreed upon. Together, they provide a good overview of our activity. Later parts of the report are intended to help fill in the gaps of what happened between meetings. The third column has commentary on some of the issues, themes, puzzles, and potential lessons that emerged as we worked together. It includes some recommendations that are then synthesised in the summary of recommendations in the final section.

11 March: WHO's declaration of a global pandemic has massive implications at a global and national level.		
Discussion	Agreed actions	Commentary
Pukerua Bay Residents' Association and Pukerua Bay Hub recognise that the impacts will also reverberate for the more than 700 households in this community.	Members agree to organise a meeting to discuss what this might look like and what could be done about it.	<p>The seeds for success were already there in terms of our <b>shared priorities</b>, the <b>relationships</b> required for a joint approach, and our group's <b>connections</b> within the community.</p> <ul style="list-style-type: none"> <li>• The Residents Association has been long established, has mana in the community, and a mandate to act through the Village Plan. Emergency planning is under its umbrella.</li> <li>• The Hub has had a deliberate focus on community connection and resilience.</li> <li>• The Hub was established with the support of the RA and with a member on the RA committee.</li> <li>• The Hub had only just held its strategy meeting, and this had been attended by three members of the RA committee.</li> </ul>

<b>16 March: Representatives of the RA and Hub have their first Skype meeting.</b>		
<b>Discussion</b>	<b>Agreed actions</b>	<b>Commentary</b>
<p>Participants discuss:</p> <ul style="list-style-type: none"> <li>The national situation and its potential impact on Pukerua Bay: Issues raised include elderly not having access to online help, people losing their jobs, financial hardship, the possibility of entire families being isolated, that the school and kindergarten could be closed, the impact of reduced public transport in a place where many residents commute.</li> <li>The kind of response that would be necessary: The group agreed that there needed to be a system for identifying people in need of support and connecting them with people who could offer the appropriate support. Communications would be important to ensure that the community knew that local support was available. This would be especially important for those who are vulnerable (such as elderly people and those with fragile health).</li> <li>The group's role: The group recognised that it was not there to provide medical or other specialist advice, but to ensure people were connected to the right advice and to help</li> </ul>	<ul style="list-style-type: none"> <li>The main outcome was the agreement that the Hub and RA should work together to support the community over the next three months, with the agreement reviewed in June.</li> <li>To set up a network of support with small clusters, led by neighbourhood helpers; bigger groups, led by street champions; and the coordinating team, involving PKB Hub, PKB RA, Friends of PKB Hub, and WREMO.</li> <li>To repurpose the Hub's intended Neighbours' Day activities to do a leaflet drop that would i) let people know that a local response had been initiated ii) encourage people to participate in the support system iii) provide basic information.</li> <li>To design templates and tools to support community connection, such as a form people could use to capture information about neighbours (names, contact details, and next of kin).</li> <li>To use GIS technology to develop a map of Pukerua Bay identifying where the street champions and helpers were situated.</li> </ul>	<p><b>Communication and connections</b></p> <ul style="list-style-type: none"> <li>At this early stage, we were already aware that an online approach was not going to work for everyone.</li> <li>We needed a centralised knowledge hub, because more interactive ways of communicating don't hold information steady.</li> <li>We discussed upskilling people in using ICT to connect with family and friends. We didn't do it, but this could be a good follow-up activity.</li> <li>The Residents' Association noticeboard proved to be well placed, being outside the dairy where people queue.</li> <li>We didn't end up making posters, but individuals on the committee and in the network took their own initiative to put information up on power poles and the St Marks Church sign. These were well received.</li> <li>The mayor's visit did not proceed.</li> </ul> <p><b>Recommendations:</b> i) Keep content on the Residents' Association noticeboard turning over so people are more aware of it as a source of information ii) Have an emergency store of the</p>

<p>where that was needed. Consequently, there was a lot of discussion about how to communicate with people, ensure the accuracy of the information we presented, and facilitate neighbourhood connections.</p> <ul style="list-style-type: none"> <li>• Communication. The group agreed that online is ideal, but that not everyone uses online communications methods. We have local Facebook pages (PKB Trading, RA, PKB Hub), but information quickly becomes lost as more posts go up. We discussed encouraging people to set up Facebook message or WhatsApp groups with their neighbours and to put signs on their houses if they were self-isolating.</li> <li>• The value of a map that would help us assign the street champions and match them with the neighbourhood helpers.</li> <li>• Practical support we could provide, such as picking up and/or dropping off prescriptions, food, and groceries.</li> <li>• Emotional/mental support: There was some talk about ways we might be able to cheer people up and whether we could upskill people with technologies such as Skype and Zoom so they could connect with families and friends.</li> </ul>	<ul style="list-style-type: none"> <li>• To use the PKBRA website as the central hub for Covid-19 information, with links to information sources and support (for example, the Ministry of Health site and Citizens Advice Bureau).</li> <li>• To use the Hub Facebook page and other local communications channels to enable interaction, ask for volunteers, and direct people to the information on the PKBRA website.</li> <li>• To also use physical signage, including the Residents' Association website, chalk messages, and laminated posters.</li> <li>• To contact other local stakeholder groups, including the school, kindergarten, RSA, the Friendship Group, and scouts.</li> <li>• To review Pukerua Bay's emergency management plan with regards to the COVID 19 response.</li> <li>• To contact those in WREMO and PERT with responsibility for Pukerua Bay.</li> <li>• To use an intended visit by Porirua's mayor to find out what the Council might do to support Pukerua Bay.</li> <li>• To contact the local pharmacy about how we could do pickups for people needing prescriptions.</li> </ul>	<p>materials needed to create print material and access to a printer iii) Have a plan for doing printing and laminating.</p> <p><b>WREMO/PERT</b></p> <ul style="list-style-type: none"> <li>• The Pukerua Bay Community Emergency Hub Guide has a lot of useful generic information, but for it to be useful i) we need to know about it ii) there needs to be a team of people who know it well and use it as a guide for running a Hub iii) it has not been updated since its introduction iv) it does not provide contact details of people with specialist expertise or access to useful resources v) in the case of a pandemic, it's not appropriate to set up a physical gathering space for people.</li> <li>• <b>Recommendations:</b> i) Review the entire generic portion of the booklet to check that it covers all possible emergencies. (We have heard that this is in train.) ii) Ask WREMO to update the Pukerua Bay portion and help reinvigorate our local group, so that we have a team of people who know how to respond iii) Have both PKBRA and PKB Hub support this team and help maintain awareness of the Guide.</li> </ul> <p><b>Use of GIS</b></p> <ul style="list-style-type: none"> <li>• A local GIS mapping expert set up a map of Pukerua Bay and the locations of all the</li> </ul>
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<ul style="list-style-type: none"> <li>• Resources: We talked about the expertise in the community and the sorts of things people might be prepared to do for each other.</li> <li>• External support: We wondered what WREMO/PERT could tell us about how to prepare an emergency response and the information we should be sharing with the community. We discussed what we knew about local people's involvement in PERT and the implications of this being a social emergency, rather than a natural disaster. We didn't yet have a member from PERT, but PKBRA has a pre-existing relationship with PERT and WREMO, and so was best placed to make contact.</li> <li>• Our aspiration: We agreed that it would not be possible to set up a perfect system, but we could create something that would do. We wanted a system in which small groups of neighbours could help each other but could get additional support where necessary.</li> </ul>		<p>community helpers using ArcGIS. The intention was to make it quick and easy to find the closest helper to a request for help, as an alternative to a list.</p> <ul style="list-style-type: none"> <li>• In practice, in a non-emergency situation in a small community where many people know each other, it proved unnecessary, particularly when it is an unfamiliar technology for many people.</li> <li>• <b>Recommendation:</b> Consider using GIS to map locations of helpers and resources in a large community or in a fast-moving situation.</li> </ul>
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23 March: The planning group has their second online meeting, with the knowledge that the nation is moving into lockdown at midnight on 25 March.		
Discussion	Agreed actions	Commentary
<p>Participants discuss:</p> <ul style="list-style-type: none"> <li>The national situation and its potential impact on Pukerua Bay, particularly the fact that we would be in lockdown for at least four weeks and needed to plan for the possibility of this being as much as eight weeks. We wondered what would happen if there were a natural disaster during the lockdown.</li> <li>Our process: That we would meet daily for the first week of lockdown, then move to less frequent meetings. That we would initially plan for four weeks of lockdown, with contingency to go further.</li> <li>Our circumstances: We felt we were in an ideal situation, with people already working together and having established a platform of information and tools. We recognised that membership of the coordinating group was likely to change as people's personal circumstances changed.</li> <li>The support network and the roles and responsibilities of the coordinators, street champions, and neighbourhood helpers. This</li> </ul>	<p>Agreed actions:</p> <ul style="list-style-type: none"> <li>To have the network established before lockdown commenced.</li> <li>To recruit volunteers for the system online.</li> <li>To create a formalised process for matching need with support; this to include a form on which people could register their need and another on which we could record what people could offer.</li> <li>To make one member of the coordinating team responsible for communicating with the volunteers</li> <li>To begin to develop a formalised health and safety policy.</li> <li>To set up a contactless approach to 'pickups' and drop-offs'</li> <li>For the Hub to set up fun events or challenges for people to enjoy during isolation.</li> <li>To approach local nurses to assist with pharmacy deliveries.</li> </ul>	<p><b>Health and safety policy</b></p> <ul style="list-style-type: none"> <li>The health and safety policy evolved as we learned more about Covid.</li> <li>A question that was never satisfactorily resolved was whether it was safe to deliver printed material. This became a major problem, as conversations revealed that people who enjoyed the first <i>Covid Courier</i> did not see it again.</li> <li><b>Recommendation:</b> Establish the risks of giving people printed leaflets and whether there is a safe way of doing this.</li> </ul> <p><b>Capability</b></p> <p>We were lucky to have <b>team members</b> with the expertise, time, and means to help. There may be some communities who are not so fortunate.</p> <ul style="list-style-type: none"> <li>Helen Smith was able and willing to be the person to take on the main task of connecting with the volunteers and matching offers of help to needs.</li> <li>The Covid Coordinators included Angela Brown, a senior registered nurse who works in personal</li> </ul>

<p>included the need for regular reporting and check-ins.</p> <ul style="list-style-type: none"> <li>• The construction of the map, the gaps in volunteer support that it revealed in some neighbourhoods, and how these would be followed up.</li> <li>• Practical support: We thought about what we could organise in advance of the lockdown, such as a regular pharmacy delivery. We discussed the importance of trust, and the fact that it would be preferable to have a nurse do this.</li> <li>• Emotional/mental support: The likelihood of an increase in domestic violence.</li> <li>• Health and safety: How to protect both our volunteers and the people we hoped to help.</li> <li>• WREMO/PERT: We had the opinion of an inactive PERT member that this is not the kind of emergency the teams train for, so there was likely to be some uncertainty about what to do. He explained that Porirua City Council (PCC) can activate the team.</li> <li>• Communications: We agreed to use the local Facebook pages and website, and the newsletters for other groups. We talked about the possibility of physical signage, such as</li> </ul>		<p>homecare. Her input was valuable, not only in explaining what needed to happen to ensure safety, but why. Her position meant that she was able to ensure our messaging about health and safety was accurate and up to date.</p> <ul style="list-style-type: none"> <li>• Robyn Moore is a long-standing member of PERT. Business obligations limited her ability to attend meetings, but she was able to explain a lot about how an emergency response works.</li> <li>• Several members of the coordinating team are communications professionals.</li> <li>• Several work in local government.</li> <li>• One couple had purchased cartridges and paper just before lockdown. They did all the printing at their own cost and were running out of supplies by the end.</li> <li>• Personal circumstances, such as work and family obligations, limited the involvement of some people.</li> </ul> <p>We also drew on expertise from people beyond the coordinating team, including:</p> <ul style="list-style-type: none"> <li>• A member of the community is a designer, who was happy to volunteer to share her expertise to design our collateral.</li> </ul>
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<p>posters or painted signs if printing is unavailable.</p>		<ul style="list-style-type: none"><li>• Jonathan Harker (Pukerua Bay RA) looked after the community website, re-organising it to accommodate and highlight our messages.</li><li>• A GNS mapping expert.</li><li>• Nurses who agreed to help with pharmacy deliveries.</li></ul> <p><b>Recommendation:</b> i) Know about the capabilities of people in your community. ii) As well as healthcare professionals and people with skills in search and rescue, you need to know about people with communication skills.</p>
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<b>24 March: The planning group has their third online meeting, preparatory to the start of lockdown the next day.</b>		
<b>Discussion</b>	<b>Agreed actions</b>	<b>Commentary</b>
<p>Participants discuss:</p> <ul style="list-style-type: none"> <li>• The national situation and its potential impact on Pukerua Bay, particularly the fact that public transport was available for essential travel (for example, supermarket, pharmacy) and would be free until June. The likelihood that a civil defence emergency would be declared.</li> <li>• Demographics: Pukerua Bay has around 700 households, with 96 people living alone. There are parents with young children, and around 100–150 people classified as vulnerable.</li> <li>• The support network: The map had been completed, and gaps in the system had been filled. We discussed the connections that were already being made as people volunteered to be neighbourhood helpers and street champions. Some of the street champions and neighbourhood helpers were setting up email trees and others using text messaging.</li> <li>• The value of creating a clear, formalised process for connecting volunteers with those needing support. We agreed that if issues can be sorted peer-to-peer, that is great. But we also needed</li> </ul>	<ul style="list-style-type: none"> <li>• Helen to share the registration process with our volunteers.</li> <li>• To contact people in the other support networks we had identified and check whether all was well, whether there were ways we could assist, and that they were aware of the buddy system we were establishing.</li> <li>• To activate the phone tree that was already in place at the beach.</li> <li>• To contact the owner of the local dairy and offer to write a letter of support if that was necessary.</li> <li>• To assign Kate the task of maintaining contact between our team and PERT.</li> <li>• To ask PERT/PCC for hand sanitiser and assistance with printing.</li> <li>• To create a weekly flyer.</li> <li>• For the first issue of the flyer to focus on sharing the system we've developed and reinforcing national messages about health and safety.</li> </ul>	<p><b>Building a system</b></p> <ul style="list-style-type: none"> <li>• We recognised from the start that we could not aim for perfection.</li> <li>• We set parameters for our work, including linking people to information sources rather than trying to interpret complex information ourselves.</li> <li>• While we were trying to ensure everybody knew about what we were doing and that help was there, we sought to complement rather than replace support networks that were already in existence.</li> <li>• We split tasks according to our strengths.</li> <li>• We recognised that we needed to be agile in our decision-making, accessing as much information as possible, then making a call. This mirrored, in our way, what local and national government were having to do.</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Our personal contacts meant we had a good idea of some of the main formalised support networks in our community and were able to contact many of them.</li> </ul>

<p>to create a record of who needed what support, who could offer it, and where people were.</p> <ul style="list-style-type: none"> <li>• The importance of existing support networks, such as the RSA, kindergarten, school, Scouts, and St Marks Friendship Group.</li> <li>• The value of encouraging online and other kinds of socially distanced meetups – coffee mornings, street parties, ‘over-the-fence’ happy hours.</li> <li>• Health and safety: The importance of encouraging social distancing, hand washing, and so on. There were concerns that people had been seen playing tennis. This had been raised on the local Facebook page, and the Tennis Club responded by saying they had checked the protocols and were obeying them.</li> <li>• Both the RA and Hub were approached by a resident concerned that Kāpiti had an app called ‘Self-isolation support Kāpiti’; that might, if successful, lead to duplication with the system we were developing. We agreed that we might feed into this system, but it may not be necessary if our own system works well.</li> <li>• The importance of keeping the Pukerua Bay Store open and stocked and concern that it might be closed.</li> </ul>		<ul style="list-style-type: none"> <li>• The Pukerua Bay Hub Facebook page was well-established, with over 1,000 followers. It had 19,233 hits over the four weeks of the lockdown.</li> <li>• The Residents Association Facebook page has over 500 followers and posts were seen a total of 4629 times by 1291 people.</li> <li>• The Pukerua Bay community website was the main ‘knowledge hub’. It had 1153 visits.</li> <li>• The Pukerua Bay Community and Trading Page has 1,200 members. We used it to direct people to where they could find information. Unfortunately, some relationships broke down during lockdown, with some people objecting to the group’s rules. These people set up an alternative group, Pukerua Bay &amp; Friends Community Exchange Group.</li> <li>• Things settled down, and there is a fair bit of overlap between those active on the Trading Page and those in the new group, which now has nearly 500 members. We posted links to our material there, as well.</li> <li>• Pukerua Bay’s RSA is an active group. Its administrator posted our messages and promoted our activities.</li> </ul>
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<ul style="list-style-type: none"> <li>• The importance of formalising our health and safety protocols for our volunteers and communicating these to them.</li> <li>• WREMO/PERT: At this point, the Emergency Operations Centre (EOC) had not yet been activated. However, we were emailed by Wendy Barry, welfare manager of PERT, who wanted to connect us with Porirua’s welfare desk. She explained that they would be assessing needs and organising support.</li> <li>• Communications: The idea of creating a weekly flyer.</li> </ul>		<ul style="list-style-type: none"> <li>• It took a long time to make contact with the dairy. Fortunately, it was kept open and did a good job of meeting our basic needs.</li> <li>• We weren’t able to make real contact with the school.</li> <li>• Facebook Messenger proved a very useful way for the coordinating team to maintain contact and talk things through between meetings.</li> <li>• Zoom and other online platforms had mixed success, as some people found them difficult to use.</li> </ul> <p><b>School-community relationship</b></p> <p>We emailed the school principal but didn’t hear back. We know that he and his staff were very busy with online learning but believe that this is a lesson that this is a relationship that needs to be improved. Not only is the school the physical centre of the community and a place to which many residents feel attached, but it is where the Emergency Hub is located. Furthermore, like us, the school’s leaders and teachers were working hard to foster resilience and wellbeing. There may have been ways that we could have helped support each other.</p> <p><b>Recommendation:</b> Rebuild the school-community relationship.</p>
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25 March: The planning group has its fourth online meeting on the evening lockdown is to commence		
Discussion	Agreed actions	Commentary
<p>Participants discuss:</p> <ul style="list-style-type: none"> <li>• The national situation and the implications of the national state of emergency.</li> <li>• Progress in establishing the support network.</li> <li>• Our request to PERT for support with hand sanitiser for volunteers and with printing the flyers. The email had been acknowledged and we'd been told they would get back to us.</li> <li>• Concern that while the playgrounds had been closed, the skatepark had not.</li> <li>• Activities being organised by others, including the Hub and the Scouts, and how these would be promoted.</li> <li>• The community website and the information to go there.</li> </ul>	<ul style="list-style-type: none"> <li>• To alert PERT to the fact the skatepark was still open.</li> <li>• For Kate and Iain to print the first set of newsletters using their own supplies.</li> <li>• To use the newsletter to promote other activities, such as the Scout's weekly challenge.</li> <li>• To ask the street champions to distribute the newsletters.</li> <li>• To add a page to the community website on safe shopping.</li> </ul>	<p><b>Note:</b> <i>By this point, our meetings had a set structure, with key points checked each time. To avoid unnecessary repetition, these notes are no longer complete.</i></p>

29 March: The planning group has its fourth online meeting on the evening lockdown is to commence		
Discussion	Agreed actions	Commentary
<p>Participants discussed:</p> <ul style="list-style-type: none"> <li>The messages coming from the Ministry of Health about social distancing and handwashing, and how to communicate this through our various communications tools.</li> <li>Messages from PERT: Kate had been contacted by Justine McDermott, who was to be our first port of call. Justine warned that she would not be able to respond immediately to emails but could be contacted via phone or text in an emergency. She provided reassurance that PCC staff had had a lot of welfare training, including for a pandemic. She explained that the first task for the Emergency Operations Centre (EOC is assessing needs. The second is supporting helpers). She communicated that they wanted as little direct contact between people as possible and, very importantly, no home-prepared food. The EOC's ideal was to supply food where necessary from a central point.</li> <li>Support system update. Helen had received a request for a heater and, within an hour, was</li> </ul>	<ul style="list-style-type: none"> <li>To share the Google Drive folder with meeting records with Justine (PERT). However, we would not share our other collateral, as it included people's private information.</li> <li>To rescind the offer to organise meals and focus on access to groceries, including making contact with the dairy.</li> <li>To post information about agencies who can offer support with mental health and well-being, but not to pass on the names of individuals who work in this field.</li> <li>To take down the posts requesting help from volunteers.</li> <li>To make private contact with the person who posted the complaint on Facebook.</li> <li>To clarify with PERT whether print distribution was safe.</li> <li>To move to digital distribution of <i>Covid Courier</i>, via Facebook.</li> <li>For the next issue to focus more on mental health and wellbeing, links to help, a fun activity (limerick competition), and information about the Hub's planned activities.</li> </ul>	<p>The support system: It did not take long to fill all the roles. People wanted to help.</p> <p><b>The Covid Courier</b></p> <ul style="list-style-type: none"> <li>Feedback from the community was all positive, bar the one complaint about print delivery. However, it was made publicly and repeatedly. The person said that it triggered their anxiety.</li> <li>We were never clear whether there was a problem with the print distribution. Other print materials did continue to be distributed, and we could see that the people delivering them weren't following the kinds of protocols we had developed.</li> <li>We did not have an email list and, even if we had, the email would only go to people who use email and are confident to open attachments. This excludes a large part of our community. The shift to online distribution greatly hampered our ability to communicate with those who may needed our support the most.</li> <li><b>Recommendation:</b> i) Get clarity over whether it is acceptable for a community group to distribute print material during a pandemic if</li> </ul>



<p>able to use the network to meet that request. We had enough volunteers.</p> <ul style="list-style-type: none"><li>• Progress on our health and safety protocols.</li><li>• Mental wellbeing and whether we could suggest people who offered counselling services.</li><li>• A Facebook post criticising distribution of the newsletter.</li><li>• Other activities being organised through the Hub, such as a photo competition and whānau video clips.</li><li>• Insights into how Kāpiti is responding to the lockdown and state of emergency.</li></ul>		<p>they follow safe protocols. ii) Get clarity on what these safe protocols are.</p>
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<b>5 April: One week into the lockdown, the planning group has its fifth online meeting.</b>		
<b>Discussion</b>	<b>Agreed actions</b>	<b>Commentary</b>
<p>Participants discussed:</p> <ul style="list-style-type: none"> <li>Information in a Government flyer that had been distributed to all households.</li> <li>News from EOC that an 0800 helpline had been set up for those most in need.</li> <li>Also news that the decision to keep skateparks open was under review.</li> <li>The health and safety protocols.</li> <li>News that pharmacies were limiting prescriptions to one month's supply.</li> <li>Local news, including about a socially distant street party and the observation that people aged over 70 years were going shopping when younger people were happy to help.</li> <li>Correspondence, including messages of thanks.</li> <li>Communications on the Pukerua Bay Trading page, which seemed to be flowing well. An accurate flow of information and a sense of positivity.</li> <li>Support network: going well, with some neighbourhood groups setting up local Facebook pages, others using the phone – the</li> </ul>	<ul style="list-style-type: none"> <li>To add publicity about support from the City Council to our communications.</li> <li>To reinforce the message that people aged over 70 years should not be shopping.</li> <li>To discuss concerns about older people at the Residents' Association meeting.</li> <li>To ask Justine to review the health and safety protocols.</li> <li>To film Kirk and Aimee promoting the Hub's challenge activities and to post this online.</li> </ul>	<p><b>Porirua City Council support</b></p> <ul style="list-style-type: none"> <li>We were lucky that our PERT contact was with someone who has long had a close relationship with Pukerua Bay through the Village Planning Programme.</li> <li>It was clear that the main support from Council was for people in communities that are more economically vulnerable than ours. While this makes good sense, there will have been people under financial pressure here. We hope that they saw the communications and were able to take advantage of the support. However, it is difficult to know how they would have known about it if they were not on Facebook.</li> <li>We didn't ever receive the hand sanitisers or printing supplies we requested. This was not a problem, but perhaps it might have become one if the lockdown had gone on longer.</li> <li>Access to groceries was stressful for everyone. There may have been ways Council could have helped with that.</li> <li><b>Recommendation:</b> i) Use existing relationships to facilitate communication between the City</li> </ul>

<p>volunteers were adjusting to what worked for them. A request had been made – and met! – for a guitar string.</p> <ul style="list-style-type: none"><li>• News about the Hub’s progress on activities – a series of challenges.</li></ul>		<p>Council and local communities in an emergency.</p> <p>ii) Consider whether the Council might have a role in working with supermarkets to set up mobile grocery shops.</p>
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13 April: Two weeks into the lockdown, the planning group has its sixth online meeting.		
Discussion	Agreed actions	Commentary
<p>Participants discussed:</p> <ul style="list-style-type: none"> <li>• That the decision on moving down a level would be made on 20 April and future alerts may be applied nationally or regionally in the future.</li> <li>• Progress towards ‘flattening the curve’ and the goal of elimination.</li> <li>• That the fact that three of our nation’s five deaths having taken place in aged care facilities reinforced the vulnerability of older people and the risks of Covid-19 entering these places where bubbles can be quite large.</li> <li>• What Level 3 might mean and whether it might mean we could deliver our newsletter.</li> <li>• Whether we might need different health and safety protocols for different levels.</li> <li>• The fact that the skatepark had closed but people were still using it.</li> <li>• Concerns about more than one person entering the dairy at a time. A team member had discussed this with the owner.</li> </ul>	<ul style="list-style-type: none"> <li>• To contact the RSA to find out about their plans for ANZAC Day.</li> <li>• To make ANZAC Day the theme of the next <i>Covid Courier</i>.</li> <li>• To generate thinking about emotional health by sharing Helen’s story in the <i>Covid Courier</i>.</li> <li>• To include prompts about how to reach out to loved ones in our messaging.</li> <li>• To find out about how people could worship Easter and share that information.</li> <li>• To dig into aspects of our learning within the Village Plan survey.</li> </ul>	<p>We started each meeting by considering the national situation and any messages from the City Council. We then shared our local knowledge – things we noticed happening. We put these together to align what we were communicating to our community with the messages coming from authority and the needs and strengths we could see.</p>

<ul style="list-style-type: none"><li>• ANZAC Day and the possibility of driveway remembrances.</li><li>• Easter and people's desire to worship.</li><li>• Support network: A need had been met for window putty.</li><li>• How to address mental health and well-being needs.</li><li>• That we were learning things that would be worth digging into in the forthcoming Village Plan survey.</li></ul>		
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<b>19 April: Three weeks into the lockdown, the planning group has its seventh online meeting.</b>		
<b>Discussion</b>	<b>Agreed actions</b>	<b>Commentary</b>
<p>Participants discussed:</p> <ul style="list-style-type: none"> <li>• The decision to be made on a move to Level 3, and the loss of life due to Covid-19.</li> <li>• Concerns about a drop in environmental standards, with increased litter and people not cleaning up after their dogs.</li> <li>• Whether there had been any deliveries to Pukerua Bay from EOC. If so, we didn't know about it.</li> <li>• Plans for the <i>Covid Courier</i>.</li> <li>• That the Pukerua Bay Trading page continued to be a positive e-space. That trading would be okay at Level 3, so long as it is safe and contactless.</li> </ul>		<p>By this stage, our systems were established and ticking over. We hadn't had to meet a crisis, so the main activity was around communications (especially the <i>Covid Courier</i>) and the Hub's series of challenges.</p>

<b>27 April: On the final day of Level 4, the planning group has its eighth online meeting.</b>		
<b>Discussion</b>	<b>Agreed actions</b>	<b>Commentary</b>
<p>Participants discussed:</p> <ul style="list-style-type: none"> <li>• The significance of the move to Level 3.</li> <li>• The temporary archiving of the Community and Trading Page, due to backlash from people who had been muted or had their posts filtered during Level 4. Posts had always been moderated in line with the group’s guidelines. This had stepped up during Level 4 in order to comply with regulations on safe trading in that time, ensure all information was accurate, and protect relationships. Temporary archival was intended to provide breathing space. In response, an alternative group had been set up that self-moderates.</li> <li>• The group agreed that freedom of speech is important, and that moderation may sometimes have been heavy-handed. However, we understood the moderator’s intentions and acknowledged that remarks had been made that were not appropriate in a community space.</li> <li>• We agreed strongly about the importance of the page. At the time, it had over 1,000</li> </ul>	<ul style="list-style-type: none"> <li>• To recommend that Yvonne Mackie become one of the Community and Trading Page moderators. Yvonne is well known, liked, and respected and might help to refresh its image.</li> <li>• To recommend that the rules be simplified around simple messages, such as “Be Kind”.</li> <li>• That the imminent move down lockdown levels meant we didn’t need to meet as frequently.</li> </ul>	<p><b>The Community and Trading Facebook Page</b></p> <ul style="list-style-type: none"> <li>• The Community and Trading Facebook Page was reinstated and continues to flourish, with around 1200 members. All are current or past residents. The new Facebook page, now called Pukerua Bay &amp; Friends Community Exchange Group, also continues and has 500 members. Many people are now on both, and often, the same or similar posts go on both pages.</li> <li>• Our other Facebook pages include: the Pukerua Bay Hub page, with 1,047 followers; the Residents’ Association page, with 563 followers; and the RSA Facebook page, with 76 members. Again, there is a great deal of overlap.</li> <li>• The issues with the Community and Trading Page were hurtful for people at the time. While most have moved on, some are still wounded.</li> <li>• Between us, we feel that we know our community quite well. However, we didn’t see the breakdown in relationships coming. The experience was a reminder that even in a community that prides itself on its friendliness and connection, there can be personality</li> </ul>

<p>members and was by far the largest online community for Pukerua Bay locals. Its loss would have a significant effect on our ability to communicate with people.</p> <ul style="list-style-type: none"> <li>• System of support: Helen had been contacted by someone wanting help with stacking firewood, two people feeling isolated, and one person wanting to be removed from the volunteer list due to lack of time.</li> </ul>		<p>clashes and things can fall apart, especially under stress.</p> <ul style="list-style-type: none"> <li>• The loss of what was our main conduit for information was a shock. It was fortunate that it happened as the lockdown ended.</li> <li>• <b>Recommendation:</b> i) You cannot rely on one communication channel, especially one that relies on other people to do the moderation. In an emergency, there needs to be one trusted information source and people need to know where it is. ii) While the main channel may be digital, there needs to be alternatives for people who are not on social media or, for different reasons, do not use that particular channel.</li> </ul>
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11 May: Two weeks into Level 2, the planning group has its ninth online meeting.		
Discussion	Agreed actions	Commentary
<p>Participants discussed:</p> <ul style="list-style-type: none"> <li>• The implications of the imminent shift to Level 2, including whether support would still be required and if so, what sort of support this should be.</li> <li>• The fact that the Facebook situation had settled and we now had two main groups.</li> <li>• A phone call from Justine at the EOC to remind us that we were still in a National Emergency and the helpline was still operational. Justine also told us that business owners can defer their rates if under stress but would be charged interest.</li> <li>• The fact that economic stress would continue. People may have lost their jobs or had their hours cut.</li> <li>• The fact that the situation had changed, and the restrictions had lifted, but people may need to build their confidence in moving out beyond their bubbles.</li> </ul>	<ul style="list-style-type: none"> <li>• To maintain the connection and communication between the Residents Association and PKB Hub.</li> <li>• To wind down activity but be prepared to escalate it again if we moved back up the levels as a region or nation.</li> <li>• To keep our volunteers' details until we were out of the alert levels, but then delete them for privacy reasons.</li> <li>• To email the volunteers to thank them for help and ask if they had any feedback to share.</li> <li>• To add questions around resilience and loneliness to the Village Planning survey.</li> <li>• To reconvene for a debrief.</li> </ul>	<p>The <b>Village Planning Survey</b> is now out with residents and does include the questions about resilience and loneliness. At the time of writing, there were 30 responses and over half think that loneliness is a problem for at least some people in our community.</p>

## Report from our volunteer coordinator

This report is provided by Helen Smith who was the Volunteer Coordinator for Pukerua Bay's Covid-19 response. Helen is now one of the trustees on Ahu Charitable Trust.

As a 'Friend of Pukerua Bay Hub' at the time of the Covid-19 emergency response, I was part of the committee that formed to help people in the Pukerua Bay Community connect with each other and be part of an organised volunteer group to assist each other during lockdown.

We created and hand-delivered *The Covid Courier* – this allowed us to let everyone know (especially those not on Facebook or even the Internet) that we were coordinating a response to help each other out and talked about resources available to the community. We asked for volunteers to become 'street champions' - to take responsibility for their street (and in some cases more than one person per street, as some streets in Pukerua Bay are very long). We then asked for general volunteers and asked what their area for volunteering was, that is:

- food shopping for a 'vulnerable' person (for example, elderly or immunocompromised)
- phone support for those feeling isolated or lonely
- other practical support, if required.

We set up forms and templates to manage our processes.

We used two main forms for people who wanted to help their neighbours. The first one was the "Pukerua Bay COVID19 Support Form" (<https://forms.gle/qP3zr6otLd31KUTHA>). This is where people who wanted to help could register to go on our list of volunteers. We asked, "If you know of someone who would like to volunteer, this is the form to fill in."

We were trying to keep track of requests for help, so our second form was "Recording Requests for Help" (<https://forms.gle/XG72ZdSKzKkyg4y9>) This was for all champions and helpers to use. Any requests put in here went to the coordinators to track. We asked, "Even if you deal with it yourself, please record it there so we know how you have been helping people. Also it would be useful if helpers could ensure that their street champion knows of every request for help so they know what is going on in their area. (This is something you can discuss with your volunteers in your area.)"

There was a third form for people who wanted to ask for help (<https://forms.gle/B13Vrq8wiCtXcduY8>) We agreed, "We will publicise this one through our online channels, but Street Champions and Neighbourhood Helpers could also tell people about this".

I only received four requests through these 'official' channels but I'm aware that many more were handled by the local 'neighbourhood' Facebook Groups that were set up in various streets.

The four requests were three of a practical nature and one seeking socio-emotional support:

- A person's heater failed, and they asked for a temporary replacement – this was passed on to the volunteers and a replacement was found and delivered.
- Someone had a broken guitar string – a replacement was found and delivered.
- Food shopping – as I was a neighbour, I did the food shopping for a couple in their 70's during lockdown.

- Someone contacted us who was feeling isolated. One of our volunteers was a psychologist who had offered phone support. They were contacted and agreed to talk to the person. I also contacted someone in her close vicinity and arranged for them to contact her, as well.

## The story of the *Covid Courier*

The story of the *Covid Courier* is reflective of the story of the coordinating group, and the wider stories of our community and nation. This is deliberate. We wanted to connect with our community and help them access reliable sources of information. We wanted people to know about the system we had created and to know about what was available from the City Council and the Government.

It was unfortunate that we could only deliver one print copy of our newsletter. It meant that there was only one time we could be sure that everyone in our community could know about it. After that point, it had to go online on the community website, promoted by Facebook posts. Most people who were not on Facebook would not have known about it. Those who were may not have been on one of our local Facebook pages or not have seen the posts, given the high level of activity.

We made a point of asking about this in our survey. See the responses to this to find out what we learned. These responses will help inform development of the new newsletter that has been begun by members of the Residents' Association Executive Committee. Called *Kōrero*, it aims to deepen the connections that we know are so important to our sense of resilience and overall community wellbeing.

Below is a synopsis of the items we covered. You can read all issues of the *Covid Courier* on the community website, under the Residents' Association tab on the page marked 'coronavirus' ([www.pukeruabay.org.nz/coronavirus/](http://www.pukeruabay.org.nz/coronavirus/))

Issue and date	Synopsis
<b>Issue 1, 26 March 2020</b>	<p>This issue had the theme of togetherness and 'teaming up'. It introduced the coordinating team and the network we had created, seeking to reassure people that help was available and tell them where to find it.</p> <p>In an ongoing message, this issue sought to reinforce the fact that the best source of information was the Covid-19 website, Unite against COVID-19. Readers were told about the symptoms of Covid-19 and what to do about them and provided with the contact details for the government helpline and Healthline.</p> <p>For entertainment, the issue told the community about the weekly challenge for children being run by Pukerua Bay Cubs and initiated a limerick competition. Readers were invited to get in touch with members of the Hub if they had ideas for keeping the community entertained that the Hub could help make happen.</p>
<b>Issue 2, 9 April 2020</b>	<p>Issue 2 began by briefly reiterating the information about the system and sending out love and gratitude to all the people organising in different ways to connect with each other and offer support and entertainment. These had included chalked Easter Eggs, a music gig in a cul-de-sac, and lots of bears in windows.</p> <p>The issue explained why the <i>Covid Courier</i> would no longer be delivered in print and where it could be found, along with other</p>

	<p>local information. It told people that there would still be a print copy on the noticeboard at the shops and that we could arrange safe delivery of a print copy through our coordinator.</p> <p>The issue reiterated the help and information offered nationally and told readers about the Council's actions and, in particular, the welfare support helpline.</p> <p>Seven limericks were published and there was a link to the fun challenges being organised by Pukerua Bay Hub.</p> <p>Reflecting our growing concern about mental health and wellbeing, the issue provided information about where to find help. It referred readers to Depression.Org, Getting through Together, and Sparklers at Home. It also recommended going to the community website, where more information and suggestions were being collated.</p> <p>Spiritual needs were addressed through information about how to participate in Easter services.</p>
<p><b>Issue 3, 20 April 2020</b></p>	<p>Issue 3 commenced by reiterating the information about the system and how to find information and support, including how to access safe printouts of the <i>Covid Courier</i>. It told people about the special ANZAC issue that was planned and published the winning photo in the Hub's photo competition. It reminded them to go to the Hub Facebook page to see the photos and read about the other challenges.</p> <p>As planned in our meetings, co-ordinator Helen Smith opened up about her experiences of managing self-isolation when living on her own and how to deal with loneliness. She reiterated the help available through the system and told people about a useful Spinoff article and a free mental wellbeing app.</p> <p>The issue finished with another limerick and by passing on a request from the Council that people keep dogs on leashes and one from locals that residents be careful and thoughtful when burning off rubbish.</p>
<p><b>ANZAC Issue, 21 April 2020</b></p>	<p>The special ANZAC issue began with Binyon's poem. It invited the community to "stand at dawn", told them how they could contribute to the poppy appeal, and invited them to colour a poppy. Most of it was devoted to an article about early Pukerua Bay servicemen by local historian, Margaret Blair. There was a link to He Ara Pukerua, the local heritage group to which Margaret belongs.</p>
<p><b>Issue 5, 6 May 2020</b></p>	<p>Issue 5 focused on the environment, with items by local environmentalists and authors, Gillian Candler and Gay Hay. Gay offered children a book prize in return for drawings of a local plant, animal, or scene.</p>

	<p>The issue reflected back on ANZAC Day and the way members of the community had made it special through displays of poppies and, in one neighbourhood, sounding the Last Post and raising and lowering the flag.</p> <p>There was an item on coping with change that acknowledged that with the change of levels, new tensions were likely to emerge. People were encouraged to be kind to themselves and others. They were reminded how they could access information and support from both within and outside of the village.</p>
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## Reflection

In this part of the report, we examine what was learned. There are two main sources here: the debrief session held by the coordinating group as the nation moved to Level 1 and a community survey run one year after the national lockdown. We use what we have learned to construct recommendations for ourselves and for our partners on the Council and in WREMO and PERT.

### The coordinating group debriefs

On 25 May, with the move to Level 1 on the horizon, the coordinating group met one final time to debrief.

We began by discussing the fact that our Covid-19 response group had been formed to offer support during the lockdown. We'd done this, and people in our community and around Aotearoa wanted to get back to normal. It was time to furlough our group, but we should be ready to reactivate it, if necessary. This would mean nourishing the relationships we had developed.

We knew that the 'new normal' would not be the same as the old. We were aware of the emergence of new tensions for people around Aotearoa, with everyone in a different place to where they had been. For some, there has been and may continue to be financial pressure; for some, there may be domestic issues; others may experience anxiety. We agreed that we need to be aware that these issues will continue, at least until there is a vaccine. In our respective groups, we will continue to keep them in mind.

We felt thankful to the community for its support and planned to communicate this in the school newsletter. And we also agreed that we should tell our story of our resilience in a debrief to the community and City Council. This is the purpose of this report.

### Findings

We then moved to our debrief. The following notes are taken from the meeting minutes and edited for clarity.

#### **Emergency response: WREMO/PERT/PCC.**

- Initially, it didn't seem that PCC was prepared. It seemed to take time for the system to get running.
- Because of the relative median wealth of people in Pukerua Bay compared to other parts of Porirua, we didn't have the same level of need. We understood why resources were elsewhere and agreed with this.
- The direct link to Justine was great but more generally, there was room for improvement in the communications between PERT and PKB. We didn't get answers to our questions about the health and safety protocols, the safety and permissibility of print distribution of the newsletter permitted, or our requests for help with hand sanitiser or printing. We feel that these are things that could be systematised rather than reliant upon one person dealing with multiple people and priorities.
- Our experience exposed the fact we don't have an up-to-date local emergency management plan, and the plan wasn't applicable to a pandemic. The lockdown was more of a long-term

welfare issue, whereas current planning at both the local and city level seems targeted at sudden and dramatic environmental disasters (such as earthquakes and tsunamis).

- Our local Civil Defence team was not activated, probably for a similar reason.
- Every household should have a copy of our emergency management plan. However, access to social media is an issue for some households and doesn't always work well.
- **Recommendations:** i) The emergency management plan should be readily available on the Internet and every household should also have a print copy. ii) PCC EOC should have a managed online point of communication where community groups could lodge requests and suggestions without being reliant on one busy person. iii) Responses to queries should be collated into a FAQ document with specific information about who to approach for which requests. iv) Provide communities with printing materials and the means to make posters and fliers as part of their emergency response toolkits.

### **Support network**

- The response at the neighbourhood level worked very well.
- Our system worked well as a first point of call for people looking for informal support to attend to their welfare.
- The neighbourhood phone trees and Facebook pages were very important.
- The street champions worked well to check that people had what they needed.
- It worked well to channel communications through Helen, our volunteer coordinator.
- Most of the engagement support was happening at the street level. It wasn't often that requests were passed up the line to Helen.
- The large number of volunteers meant most volunteers didn't have much to do. Two tiers would have worked better.
- We knew the geographical areas people were responsible for, but sometimes, there may have been some confusion amongst volunteers.
- Engagement reduced over time as people became fatigued. It became increasingly difficult to get a response to messages.
- **Recommendations** i) In the long-term, foster connections at the street level ii) In an emergency, have a system behind volunteers at the street and neighbourhood level to provide backup. iii) In our community, have a more streamlined two-tier system iv) Be explicit about roles and responsibilities. v) Have one person as the coordinator of support. vi) Develop simple forms and templates to enable clarity vii) Use GIS and other tools to map locations of helpers and resources in a large community or in a fast-moving situation.

### **Essentials: groceries, pharmacy, transport**

- These sorts of concerns were not passed up the chain to Helen and so did not appear to be an issue. We believe they may have been dealt with at the street level, an assumption that seems to be confirmed when reading the survey comments.
- It was critical that the dairy stayed open.

### **Health and Safety Policy**

- This was based on best practice, as advised by our senior nurse practitioner.



- It was most relevant at levels 3 and 4.
- It was useful for our engagement with volunteers.

### **Communications**

- The newsletter enabled the communication and repetition of key messages. We were very fortunate to have the support of our designer and contributors.
- Print distribution is very important. Even people who are active online can miss messages that quickly drop down a list and an online message system can be taken down. Print holds information steady. A flyer can be put on the fridge for quick reference in an emergency. It is not at risk if the power or Internet goes down.
- It was helpful to have the community website that was a reliable port of call with information that had been carefully vetted. However, this only had 1153 hits over the course of the lockdown so needs greater promotion.
- The Residents' Association noticeboard was useful for displaying key information, including printouts of the *Covid Courier*.
- The two Facebook pages are the most active (and interactive) online communities. The issues resolved themselves (at least on the surface) but revealed that people were under stress.
- **Recommendations:** i) Build up familiarity with the community website so that it becomes the 'go-to' place for reliable information ii) Have a plan for distributing information in print. iii) Develop and maintain an email list for residents. iii) Identify and utilise other means of communication, including existing networks.

### **What worked well for our group?**

- The range of skills and capabilities within the group
- The fact that we were open with each other, and appreciative of different skills and ideas.
- The Skype meetings
- The shared drive
- Flexibility in changing meeting times, and people's willingness to cooperate with this
- Facebook Messenger for communication between meetings.
- **Recommendations:** i) Identify and practise using a free, secure, easy to use platform for video conferencing ii) Use a messaging system but consider whether there is one that is not associated with Facebook iii) Use Google Drive for sharing documentation.

## Our community looks back

A year after these events took place, we surveyed our community, asking them what they could recall of the response and what could be learned for the future. Again, we wish to clarify that our interest was in the impact of what our coordinating committee did, backed by the Hub and the Residents' Association. We wholeheartedly acknowledge the work of many others.

### Method

The survey was conducted online and promoted via *Kōrero* (our new community newsletter) and four local Facebook pages (the Hub and Residents Association's pages and the two trading sites).

We acknowledge several limitations:

- The survey was not conducted until a year after the lockdown when impressions may have faded and/or been impacted by other matters.
- The survey was only conducted online and so only includes the views of people who are comfortable with electronic media.

Despite these limitations, we got 42 responses. Assuming that in most instances there was just one response per household, this would seem to reflect a reasonable percentage of the 708 households in Pukerua Bay.<sup>9</sup>

The tables below set out the questions and responses and include commentary. We've provided the raw data in a separate file.

### Findings

#### Part A. Awareness of and participation within the system

<b>Question 1. A team of people set up a system of neighbourhood helpers to try to make sure everybody in Pukerua Bay felt supported and they could get help if they needed it. Did you know about this system?</b>	
<b>Yes</b>	<b>No</b>
(31) 73.81%	(11) 26.19%
<p><b>Commentary</b></p> <p>Clearly, the vast majority of respondents did know about the system. This suggests that their comments about its value and efficacy come from some familiarity with what we did.</p> <p>Despite our efforts, 30% of people did not know about the system. The system was promoted in the <i>Covid Courier</i>, but this only went out once in print form. To learn about it later, they needed to be on one of the local Facebook pages or a regular visitor to the community website. Not everybody is on these pages and at that time, the website was not well used, so they needed to be reached by other means. Given that we were not allowed to deliver newsletters, the obvious other option was to put up posters. We did some of this, but clearly not enough.</p>	
<p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>• <b>Agree upon a set of sites for displaying community notices.</b> There is the Residents' Association board at the shops, but we could also set up other places and make regular use of</li> </ul>	

<sup>9</sup> See [www.stats.govt.nz/tools/2018-census-place-summaries/pukerua-bay](http://www.stats.govt.nz/tools/2018-census-place-summaries/pukerua-bay)

them, so people know where to look. The sites would need to be places that get a reasonable amount of foot traffic, are sheltered, and where there is a flat surface available. Possible sites include the toilets at the beach, the school's noticeboard, and the two railway stations.

- **Access the resources necessary for creating displays.** These include an A3 printer, paper, and ink cartridges. Ideally, the school would give us access to their printer, and we would have the other materials stored with our community's other civil defence supplies.

<b>Question 2. Did you have experience of the neighbourhood support system, as a volunteer or as someone who accessed help?</b>	
<b>Yes</b>	<b>No</b>
35.71% (15)	64.29% (27)
<p><b>Findings</b></p> <p>One-third of the people who knew about the system had some direct experience with it as a user or volunteer.</p> <p>There were 17 comments.</p> <ul style="list-style-type: none"> <li>• Nine respondents participated as volunteers. Activities included delivering the newsletter, being a street rep, and having “regular driveway cuppas with someone living alone.”</li> <li>• One volunteer responded to a need that was then addressed by the person’s whānau. <p><i>I was a volunteer. I did offer help to an elderly gentleman who told me he was having trouble getting his groceries. However, when that was followed up, he said he’d been able to organise arrangements with family.</i></p> </li> <li>• One volunteer said they didn’t really know what they were meant to be doing.</li> <li>• One person accessed support through the system: <p><i>A kai package was delivered to me, I was going thru grief, had a bad cold &amp; was highly anxious while a colleague was being tested for C19.</i></p> </li> <li>• One person reached out for support, but turned out not to need it: <p><i>I connected with Kelly McLean due to mentioning that I had been advised by my doctor not to go out. Kelly offered to get any groceries or pick up anything if I needed it. Luckily as it turned out my caregiver was able to come several times a week and I didn’t need to access Kelly but it was reassuring to know help was nearby if needed.</i></p> </li> <li>• One person said they knew of the system but didn’t need to use it. <p><i>My local (can't remember what they were called, “champion” made a point of getting in touch and letting me know if I needed help, they were there.</i></p> </li> <li>• Two people talked about accessing help through other ways: <p><i>My daughter helped with shopping and a friend from Paraparaumu brought some food, much appreciated ... however no neighbourhood support, not that I needed it</i></p> </li> <li>• One person used the survey as an opportunity to express their prejudices. <p><i>Who are the hub? The weird Christian people and the rude halfcast women who take the communities money to have tshirts made? Where does all the money raised go?</i></p> </li> </ul>	
<b>Commentary</b>	

Most people knew about the system and around half these people participated in it in some way. Only one respondent reported using it to access help, but at least one other would have done so if they hadn't been able to make other arrangements. It seems that having it there mattered to people to the extent that they wanted to participate or were glad to know they could get help if needed.

As expected, there were existing support systems. These were both informal (among neighbours, friends, and whānau) and from the support agencies some people already used.

A good percentage of respondents were volunteers. This willingness to participate implies that people think volunteering is a good thing to do and they get some sense of personal satisfaction from this activity. It suggests that for the most part, Pukerua Bay residents live the vision of a friendly and caring community.

The fact that one person felt they didn't really know what they were supposed to be doing as a volunteer is unsurprising. The reality is that there wasn't a great deal of demand for the sort of help the system was set up to provide. This seems to confirm our impression that we could have had a less complex system with fewer volunteers. Alternatively, did we need to find different kinds of volunteering activities so people could feel they could play a part?

The lockdown only lasted four weeks in Pukerua Bay. It might be argued that it was better to have a system that was bigger than necessary to accommodate increased need if it had gone on longer. On the whole, though, these findings seem to affirm the fact that we could have had one less layer and fewer people involved. This could have led to more streamlined communication and greater direction for volunteers. Having said that, Helen's ability to respond quickly to the requests relied on being able to reach across the whole community.

The ugly comment was an exception but needs to be acknowledged. It is an expression of both racism and religious prejudice. Comments such as these make it harder for people to volunteer. This respondent's comment alerts us to attitudes that need to be combatted if we are to build strong, positive connections in our community.

### Recommendations

- In an emergency, have a **less complex system** with fewer people in it. However, ensure that it is connected both vertically and horizontally so that it is still possible to help people find what they need to support what they are doing.
- **Widen the system's scope** to include other kinds of activities and different roles (for example, recreational or business support). WREMO's Emergency Management Guidelines set out different kinds of roles for running a communications centre. Consider whether they could be adapted and fleshed out.
- Make a **practice of promoting community connection within smaller neighbourhood communities** (for example, through Neighbours Day).
- **Deliberately promote inclusion** by providing multiple opportunities for diverse groups to learn about and appreciate each other. Respectfully challenge racism and other forms of prejudice when we see or hear it. Consider how to help people get to know each other so that there is less 'othering'.

**Question 3. We know that people were helping each other, outside of that system. Could you give us some examples of things you did to help your neighbours, or of things your neighbours did to help you?**

### Findings

It's heart-warming to see that three-quarters of respondents were able to supply examples of help that they gave or received.

There were 32 comments.

- Fifteen of the responses refer to keeping in touch with others, both informally and in more structured ways. This was about social connection, checking in with people, and making them aware that help was there if needed. It happened through social media, phone calls, socially distanced chats, and 'over the fence check-ins'.

*Kept in contact by phone, had socially distanced check ins on street.*

*I didn't do much, as not much need in our street, but neighbour went to hospital and just kept an eye on the house.*

*I let a neighbour know that he could call on me if he needed help and I checked on my elderly neighbour every day.*

- The question asked about help that was given or received outside of the system. One of the things the neighbourhood helpers and street champions were encouraged to do was set up local communication systems. Six of the responses seem to suggest that people were part of such groups.

*Joined the street Facebook page set up by Nada & got contact phone nos of neighbours for keeping in Touch or for emergencies.*

- Eleven respondents mentioned shopping, an important concern in a community that is only serviced by a dairy and in which at least some residents do not drive and rely upon the train service. For most, it was groceries, but there were other items people needed access to.

*We dropped off yeast and flour to friends when we were able to get it.*

*Newbolds Upper Hutt were active in the bay providing contactless deliveries of approved essential items.*

- Four respondents mentioned recreational activities, including gardening, crafts, a street jam, and the teddy bear hunt that went off nationwide.

*Gave some neighbours a big pile of wood so they could do a gardening project.*

*Supporting each other [through] social media, putting teddy bears on letterboxes as a fun hunt for children walking with families.*

*Our neighbours organised a street jam with musicians socialising distancing in front of their driveways. Brought us together as a community and kept those living alone connected. We started a messenger*

*group for the end of our street and posted if we had fresh produce available or asked if anyone needed anything from the supermarket. Wonderful feeling of community.*

- There was one negative comment.

*We did more than you and your virtue signals thanks.*

### **Commentary**

The question asked about experiences of help given or received outside of the support system, but some of the responses seem to have been at least catalysed by the system. That's fine – the purpose of the system wasn't to have a system but to catalyse these kinds of connections!

The overwhelming message from these responses is that people really do care for their neighbours. The system we created seems to have had a role in strengthening connections that were already there.

No doubt, people in our community experienced anxiety and stress, but another message we find is that there are some positive memories. The street jam engendered a sense of pride in that part of our community. It's not mentioned here, but this could also be seen in Facebook images of the ANZAC ceremony held at the end of Rāwhiti Road.

Our biggest gap is in access to groceries. At least, in a pandemic, the roads were still open. But Pukerua Bay has frequently been cut off in other emergencies, such as flooding, landslides, and vehicle crashes. We need to address that gap in our emergency management planning.

The street jam happened in a cul de sac and the ANZAC service happened towards the end of a street. It looks as if the way homes are physically arranged helps facilitate community connection.

The virtue signalling comment cannot be overlooked. It's a reminder that even a community that feels as connected as Pukerua Bay has tensions. These can undermine the work people do and pose a genuine risk to our ability to collaborate effectively during an emergency.

### **Recommendations**

- Facilitate regular **opportunities for people to connect with each other socially** so these connections are in place and can be drawn from in times of need.
- Ensure some **community activities happen at a neighbourhood level** (for example, through promoting Neighbours Day).
- Advocate for **planning rules** that encourage the construction of homes that prompt people to build positive relationships with each other.
- **Celebrate the good things** that happen in our community so that they become part of our community memory and our thinking about 'how we do things here'.
- Establish a **community store cupboard** of groceries and other essential items. Put a person or group in charge of managing this so that goods are rotated – older goods used and replaced by new goods.
- Check that all **communications are genuinely inclusive and strengths-focused**, celebrating all the good things that are happening around the community. Recognise quiet acts of kindness by individuals and the ongoing contribution of a range of community groups that are part of making Pukerua Bay special. Be careful not to behave in ways that might be construed as

'virtue signalling', but don't allow this to be an impediment to living and acting according to our community's values of care and friendliness.



## Part B. Effectiveness of the system

Question 4. Do you know of people who needed support, but missed out?	
Yes	No
5.13% (2)	94.87% (37)
<p><b>Findings</b></p> <p>There were three comments.</p> <ul style="list-style-type: none"> <li>There is only one affirmative answer to this question, and it is a wondering. <ul style="list-style-type: none"> <li><i>I think, but am not sure, that an elderly couple may have missed out socially. The husband uses email but his wife does not. I checked and know their church was in touch with them, but I worry about the wife's situation. She's a naturally social person but has become very unwell in the last few years.</i></li> </ul> </li> <li>One person said they didn't have a group or leader.</li> <li>One person said that they didn't have enough contact with people in Pukerua Bay to answer this question.</li> </ul>	
<p><b>Commentary</b></p> <p>The overwhelmingly positive response to this question is encouraging but should not be taken to mean no one who needed support missed out. The respondent who said they didn't have enough contact with people in Pukerua Bay to answer this question is correct and the concern about the elderly couple is a reasonable one. We don't know for sure that there were not people behind closed doors who do not use electronic media and are not connected with their neighbours who missed out. We don't know if there were people experiencing family violence, something we wouldn't know about at the best of times. And there will be new residents who have not yet established a local network.</p> <p>It also matters that someone said they didn't have a group or leader. We know this wasn't true in theory, but in practice, perhaps some of our volunteers didn't know how to set up a local messaging system.</p>	
<p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>Join with WREMO and PERT to design a simple, <b>off-the-shelf messaging system for communicating</b> in an emergency. This was part of the discussion at a WREMO workshop held in March 2021. We talked about the old method of using the back of the Yellow Pages. One approach could be to give each household a small emergency communication pack with sheets of coloured-card and some adhesive. These could be used to signal whether residents are okay or need help. The pack could also include our Emergency Management Guide.</li> <li>Create a <b>welcome pack for new residents</b> that includes the latest issue of <i>Kōrero</i> and the emergency communication pack. People who were part of the previous system could be asked whether they would like to be involved and take responsibility for taking a pack over to the neighbours when new people move in. Local real estate agents could assist with introductions so that this feels safe.</li> </ul>	

- Consider how to **make support agencies (such as Women's Refuge or Wellington Sexual Abuse Help) more visible**. It may just be through leaflets at the library, or there may be other ways.

## Part C. The lockdown experience

**Question 5. What are some of the good things that you recall happening in Pukerua Bay during lockdown? Which do you rate as the best?**

### Findings

Thirty-eight of the 42 respondents had something to say about the good things that happened during lockdown.

- Eight respondents mentioned enjoying the peace and quiet, with less traffic on the road.

*The lack of traffic on the highway made walking around a lot more pleasant. It was nice seeing lots of people out walking, running and cycling, especially in family groups, rather than in their cars.*

*Lots more people out and about walking and saying hi from a distance. No traffic so could cross SH1 easily. Lots of birdsong as no traffic.*

*Music in the street Raroa rd. Wonderful. Teddy bear hunt. Walking along state highway one with no traffic. Walking and meeting people in passing 2 meters apart of course. Real sense of environment and community.*

- Twenty respondents enjoyed the friendly social interactions, as people got out and about around the Bay.

*No traffic on the Highway easy to cross safely and quiet. People were super friendly and out and about way more. Neighbourhood socially distant drinks. Friendliness and out and about the best.*

*I got to know my new neighbours and also neighbours further down the street.*

- Ten respondents mentioned their awareness and appreciation that these interactions were conducted at a safe social distance.

*I thought people took the 2 metre distancing very seriously for which I was incredibly grateful as a medically fragile person. I experienced this awareness when out for the odd walk with my caregiver.*

*For the most part everyone obeyed the rules*

- Six respondents enjoyed the teddy bears in the windows and the poppies that were both part of national initiatives.

*The teddy bears were cool.*

*I really enjoyed seeing all of the poppy's decorating people's fences*

- Eight respondents mentioned the care and support evident in the community, including what people did to help each other and keep our spirits up.

*People talking to each other and ready to interact with each other and find out how each were doing and coping... At a distance. That was the best part of covid, that I observed.*

*Looking out for others and offering help*

*Chalk eggs, Teddy bears in windows, Anzac Poppies & standing out in street at dawn on Anzac day.*

- At least six of the respondents clearly referenced initiatives that were part of the system of support.

*Clear community plan to support each street's more vulnerable groups. This was excellent.*

*People creating neighbour facebook pages and newsletter keeping people connected.*

*The Covid courier was great and our street jams were the best!*

*Teddy bears in windows. Facebook posts/news from PKB assoc and hub etc. People offering help via the assoc.*

- One person pointed out that things were not perfect.

*People had more time to kvetch and complain.*

### **Commentary**

It's interesting that many of the things people say they appreciated align with the community's vision, as outlined in the current Village Plan (see page 9), and with the Hub's vision (see page 10). This suggests that both the Residents' Association and the Hub are reasonably in tune with the community they serve.

It's not surprising that people enjoyed the lack of traffic in a community that is severed by State Highway 1. This has long been a major concern. (See the Neighbourhood Accessibility Plan<sup>10</sup> for evidence of this.) It's good to see that when people were at home and the traffic vastly diminished, they did get out into the neighbourhood and enjoy each other and their natural environment.

In our city and across our nation, important discussions are being had about community development and connected issues about housing, transport, and sustainability. It seems evident from our experiences here that people's wellbeing was enhanced by having less traffic on the road.

While we didn't feel we did a great deal for people in terms of practical support, it is evident that people did enjoy what was provided and that the system created a sense of reassurance.

The remark about people having more time to kvetch and complain is likely to refer to the time towards the end of lockdown when a small group of people came into conflict on the local Facebook page. In an emergency, it's very important to have clarity and consistency in the messaging, and to maintain cohesion. The community website was our 'go to' place for holding information. The *Covid Courier* was 'ours' and we used the various Facebook pages to raise awareness of them. This left us vulnerable when the most popular page was taken offline for a period.

### **Recommendations**

<sup>10</sup> [www.pukeruabay.org.nz/resources/](http://www.pukeruabay.org.nz/resources/)

- **Keep these findings in mind in our planning and submissions.** They are directly relevant to our Village Plan revision, to our thinking about city-wide documents (such as the District Plan), and to changes in infrastructure (such as new footpaths and the revocation of State Highway 1). Note in particular that people enjoyed having less traffic and being able to get around safely on foot or by bike and enjoyed being in nature.
- Note that some of our residents have mobility issues and **make accessibility a part of our thinking and planning.** This is relevant to both the Residents Association's work with Council on planning issues and The Hub and Ahu's work on combatting loneliness.
- Establish and maintain **communication and knowledge-sharing systems** to keep people connected and informed. These should include means of communication that can have a degree of control, so that they can be maintained when people's sense of resilience and positivity is diminished.

## Part D. Learning from the experience

**Question 6. If we had a similar situation, what should we do that didn't happen during the lockdown?**

### Findings

There were 24 responses.

- Five respondents did not have anything to suggest, and three of the others used words like “possibly” or “maybe”.
- Ten respondents had suggestions related to improving information sharing around the community.
  - Three of the above suggested noticeboards or posters.
  - One suggested a Facebook page dedicated to lockdown issues.
  - One suggested notes in letterboxes.

- Comments from three respondents suggest concern for people who are not social media users.

*There needed to be another way to communicate that didn't rely on either social or print media.*

*Noticeboards?*

*Check early on that people without email receive a paper copy of newsletter.*

- Two comments related to internal communication between people within the system of support.
  - One person felt the system needed fewer volunteers so that communication could be more streamlined.
  - One felt that, as a volunteer, it became too much.

*I think I put my name forward as a potential to help people via the hub. The emails etc became too much, as info overload for me via gov't, my workplace, kindly. I stopped reading the communications was all a bit much in my personal position.*

- One respondent referred to the unpleasantness around the Facebook page.

*Obviously controlling the Facebook group and stopping people talking was a terrible move that caused a lot of drama.*

- Four of the comments related to systems for accessing and sharing groceries and other resources.

*Enable people to purchase groceries without leaving the Bay.*

*Possibly have a meals roster to help those struggling to either get to supermarket or afford food if jobs impacted.*

*Maybe a platform to offer extra produce /eggs/fruits etc if it was to happen during a season where there was the opportunity to help with some extra seasonal produce*

- Two people said they think we should have systems in place for identifying people in need before an emergency occurs.

*Already know who would like to be listed to be checked on and offered help as well as offering globally.*

### **Commentary**

The overall impression was that the system worked but could have been improved through tweaks or through better preparation. The latter wasn't possible then but is now.

Communication is a theme, both in terms of communicating with the wider community and internal communication within the team of supporters.

The two comments about the system both seem to confirm the coordinating group's impression that it was too much and needed to be more streamlined.

There is a puzzle that we knew every household was covered, but some respondents thought they had missed out. It seems that some of our volunteers may have dropped out silently due to overload or perhaps, as an earlier comment indicated, because they weren't quite sure what to do. The coordinating committee agreed within itself that we would have differing commitments at different times, and that we would be thoughtful about this and make it easy for people to move in and out of the team, doing what they could when they could. But we didn't communicate this to our volunteers.

The Facebook issue resolved itself, but not without hurt. There are now two local Facebook Trading pages, with the new one less restrictive than the older established one. In practice, both are used for communications, along with others, such as those for the Hub, Residents' Association, RSA, and He Ara. Both Trading pages work well as a way for people to exchange goods and services. However, in an emergency, a more formalised system needs to be available to connect people with what they need. This was part of the goal of the system we established, but it is possible that it could have been made more effective if people could easily post what they have to offer and what is available that they might need. They could be put directly in touch with each other without having to travel up and down a communications system.

While many of our residents are on at least one of our Facebook pages (including many who would be on them all), there are also people who are on social media but choose not to be on Facebook. Are there other platforms that people would feel more comfortable accessing? Would they attract those who are regular Facebook users?

The largest of our Facebook sites has 1200 members, which is a significant percentage of our population.<sup>11</sup> However, it includes a lot of people who are not currently resident in Pukerua Bay, and it is clear from observation that many of the 1200 are not active. Electronic media is not enough – other means of communication, including print, are important.

One person made the point that people may have seasonal produce available – this is clearly apparent on our local Facebook pages. There will also be an increasing amount available from the

<sup>11</sup> 1962 people when last counted in 2018.

Food Forest. There has long been a group of people interested (and often active) in caring for plots of public land. Some of what has been planted has been edible. The Residents' Association has supported and been involved in this work, though more with a focus on beautification. Is there a place for having mini food forests in other parts of the Bay?

The idea of knowing in advance where the support needs are is a good one but needs to be done with care. People should know that their privacy is being respected and information is only shared with relevant people and when it is useful and of benefit to them. This would be best done under the auspices of an established organisation, such as PERT. It requires a safe information storage system and protocols for accessing the information when needed. The information needs to be organised logically and coherently so that it is easy to use in an emergency. The information should not just be about needs but about the resources people can offer to address them in terms of both material goods and expertise. This is work that was begun by our local Civil Defence group and can be extended.

### Recommendations

- Have a **less complex system, with fewer day-to-day volunteers**, but opportunities for people to contribute on a more occasional basis, when and as they are able.
- **Make it comfortable for people to move in and out of the volunteering system** so that it is clear when there are gaps to be filled. This requires an easy two-way flow of information, clear messaging, and a sense of trust.
- **Check that volunteers are clear about their role**, know how to do it, and have any tools they need.
- Encourage residents to use public land to **plant and care for their own food forests**. This could be done with advice from those involved in the current food forest. It would need to be planned in ways that ensured sustainability, with the people involved taking responsibility for maintenance.
- Establish a **dedicated online platform for emergency management**. This would build upon the design and content of the Emergency Management Guide, so that there is coherence between them. It would both host key information and have an interactive component where people could post offers of and requests for help. A specific page would enable people to share grocery items and other useful goods and services. It would be updated annually, with print versions kept with our emergency kit.

Development of this platform should be negotiated with the current trading page sites, so that there is clarity that in an emergency, this is the 'go-to' place for resource sharing. The rest of the time, it is not in operation and so, not in conflict.

Development should be undertaken by local IT experts, supported by additional research. This should include exploring whether Facebook is the best platform for emergency management or whether there are others that would work better and be more palatable for people.

- Task our local emergency management experts with conducting a **community stocktake of personal needs and resources**. This would involve collecting, collating, and managing personal information about people who might need additional support in an emergency and those who might be able to help (for example, people with medical issues or living alone and people who work in health and wellbeing). It would be critical to create a system for storing this



information securely, while enabling it to be easily accessed by a select group when required. The system would include clear routines and protocols for when information can be shared and with whom. We would need it to be audited by a privacy expert before launching it.

## Question 7. What is something we should do as a community to prepare for another possible lockdown?

### Findings

There were 27 responses.

- Well over half touched on the theme of communication and information sharing.
- One respondent talked about the need to keep building positive community relationships through opportunities to socialise.

*Have more community events, a variety of small events to cater for different age groups in our community. They don't have to be big things. Smaller things that give people the opportunity to connect with each other a little more intimately and get to know each other. E.g. morning or afternoon teas for the elderly. I'm not elderly myself but things like that help form networks for people who perhaps some have family to call on at times like covid. In that way if a lockdown happens again we've all got a little more support.*

- Two respondents talked about having neighbourhood contact systems in place.

*Neighbourhood groups having contact details. We have set up one where we live.*

- Two respondents talked about having a newsletter.

*I think the new korero newsletter is a great initiative, it would be good to get that on a firm footing.*

*Regular newsletter people know to look for - realise this is underway now with korero*

- One respondent talked about encouraging participation in emergency planning.

*Encourage participation in emergency planning.*

- Nine respondents talked about identifying people with needs and those with the resources to assist in advance.

*Make sure we are aware of each other's situations so we know if people are on their own etc.*

*Build links between people who are in need of support and those with the energy or time to provide it.*

*Also ask the community if there is anyone needing help with food or anything else practical. This could be done in an anonymous way. I'm sure there are people in this community who may be in that situation but may feel embarrassed to let it be known and I think there would be many in this community who would be ready and more than willing to help in a covid safe way. Also any families with members with additional needs or challenges. Find out if they have enough support especially any single parents/caregivers and discuss with them how the community could better support them during such a time.*

*Know where all our oldies are, especially those who live alone. And those who are disabled in some way. Parents with challenged children... autistic, etc*

*Check in with street representatives to see if they are willing to perform duties again.*

*A list of helpers. I am pretty sure we had this though! Better support for the 70+ residents with grocery shopping, noting that the online systems were chocka!*

- Two respondents talked about putting together a store of supplies.

*Arrange with the school to be able to use their printer. Have paper and ink cartridges there. Have a supply of groceries.*

*Buy toilet paper before it becomes rare lol*

*Make a list of staples that we should have to keep prepared for sudden lockdown (masks, sanitiser, medicines, basic food for a few days).*

- One person pointed out that there was some confusion around the use of public places and there needed to be better signage.
- One person expressed the fact that they do not identify with the Hub.

*The hub is not our community.*

### **Commentary**

A number of the suggestions here follow on from the earlier themes. There is a combined focus on preparation in terms of having a functioning emergency plan, having good communication systems, and having stores of emergency materials. There is a strong underpinning theme of building community connections, especially at the local neighbour level, so that the foundation is there for joint action.

Once again, there is one person who feels some resentment towards the Hub. Again, while it isn't unusual to have some negativity, it's still worth thinking about messaging and how it might be interpreted.

It's good to know that we do now have a regular newsletter, replacing the one that used to be published by the school, and that the Hub has relaunched and has a programme of activities underway.

### **Recommendations**

Note: there is crossover between recommendations that arise from the responses to this question and recommendations that arose from examining responses to earlier questions. The following recommendations have already made:

- Facilitate regular opportunities for people to connect with each other socially.
- Establish a community store cupboard of groceries and other essential items.
- Establish a dedicated online platform for emergency management.
- Task our local emergency management experts with conducting a community stocktake of personal needs and resources.
- Check that all communications are genuinely inclusive, and strengths focused.

These are additional:

- **Ask the volunteers whether they would like to be included in the community stocktake** and in what capacity. Check again annually.
- **Support *Kōrero*, our new community newsletter.** Use it to build community connections, a sense that we all belong and are valued, and that we can trust and rely upon each other.
- Have **annual emergency management workshops.** These could alternate between WREMO workshops and others, such as first aid workshops or workshops on how to use the defibrillator.
- **Pass on the concerns re- the clarity of signage to the Council.**

## Part E. External help

### Q8. What sort of help do you think our community should have accessed from the Council or other organisations?

#### Findings

There were nineteen responses to this question.

- Eight people said they couldn't think of anything else that could have been done for us.
- One person said they thought we were okay.
- One person said the Council supported us well.
- Two people wanted better information.

*Clear guidance and information regarding civil defence services in lock down Guide for lockdown preparedness via website? Info on rubbish collection and other regular services and how they will be affected.*

*Definitely needed better info about public spaces like the skate park and it needed better isolation.*

- Three people raised the possibility of more support with health and welfare needs.

*Wellness programs*

*Testing facility?*

*Maybe visiting people who were confined to their homes with no company*

- One person felt that we could have had more help with our support system.

*Help with printing posters*

- One person suggested help with groceries.

*It would have been great if the Council had organised with grocery companies to send trucks around neighbourhoods so people could purchase groceries without going online (a system that got clogged) or having to travel out.*

#### Commentary

These responses indicate our community's acceptance that, on the whole, our need was not as great as that of other communities but that there were some gaps. We could have done with help with printing and in a longer lockdown it may well have been helpful to have support with groceries. While a wellness programme is not something that could be offered during an emergency, it is something that we could seek help with to help build resilience that we can draw from the next time one happens.

It's worth noting that Council did have information on its website that we and others passed on via the Facebook pages and the *Covid Courier*. However, as noted, these channels depended on people's access to these channels.

#### Recommendations

One recommendation is a repeat:

- Pass on the concerns re- the clarity of signage to the Council.

These are additional:

- **Council: Consider whether it might have a role in working with supermarkets to set up mobile grocery shops.**
- **Council: Offer communities assistance to run wellbeing programmes.**
- **Council: Consider non-electronic means for information-sharing in an emergency.**

## Part F. Community newsletter

<b>Question 9. A newsletter was published during the lockdown, called the <i>Covid Courier</i>. It was first delivered in print and then only online. Do you remember it?</b>	
<b>Yes</b>	<b>No</b>
(28) 66.67%	(14) 33.33%

<b>Question 10. Did you access it after getting the first version in print?</b>	
<b>Yes</b>	<b>No</b>
(15) 35.71%	(27) 64.29%

<p><b>Q11 What could we learn from the Covid Courier to help us to develop Kōrero as a newsletter that will have something to interest everyone in Pukerua Bay?</b></p>
<p><b>Findings</b></p> <p>There were 24 responses to this question.</p> <ul style="list-style-type: none"> <li>• Six responses reflect issues with access, with some suggestions of what might be done about this <ul style="list-style-type: none"> <li><i>I never read it as didn't know where to find it. Probs use the dairy notice board more</i></li> <li><i>More promotion. Given to all school students to bring home.</i></li> <li><i>I didn't get a copy.</i></li> <li><i>I didn't ever receive a copy of Covid courier so can't comment</i></li> </ul> </li> <li>• Three responses reflect debate and discussion over print versus electronic media. <ul style="list-style-type: none"> <li><i>Find a way to mix print with electronic media.</i></li> <li><i>No too many groups wasting paper - do something useful</i></li> <li><i>Despite the fact that it is old fashioned and wasteful, I like the hard copy newsletter</i></li> </ul> </li> <li>• Seven responses have suggestions for content. <ul style="list-style-type: none"> <li><i>provide important contact information.</i></li> <li><i>have some activities for people to do, so it's not all one way, like the limerick activity.</i></li> <li><i>The activities for kids were a fun addition.</i></li> <li><i>Cover all age groups. Encourage participation and writing entries from interested parties /aspiring local talent with stories/quiz questions or interesting poems etc</i></li> <li><i>Regular items, great local stories, links to community groups and venues for hire -</i></li> </ul> </li> </ul>

*something to keep on fridge*

*Maybe have an interview with a Pukerua Bay resident - maybe the Tennis club, librarian, or*

*RSA Committee members/ coaches to help advertise for new members. To make them*

*more approachable. Perhaps we have people that have done or do interesting jobs*

- One respondent took the opportunity to throw a bouquet.

*Unsure sorry! But.... as an aside, great work on korero and all you do for the community! It's awesome!*

### **Commentary**

Two-thirds of these respondents, all of whom obviously use electronic media of some form, recall the *Covid Courier*, but only one-third say they accessed it after the first issue, when it went online only. This may have been because people didn't wish to access it, but that isn't backed up by other comments in the survey or by informal conversations. People do not necessarily use Facebook. If they do, they are not necessarily on the local pages. If they are on those pages, they are not necessarily active. And even if they are, posts are quickly superseded. Ironically, this can happen even more rapidly when the pages are busy. We need to find a way to ensure *Kōrero* gets to all homes while respecting concerns about the environment.

The ideas about content suggest a mix of information and entertainment, stories and activities. People want items that will appeal to all ages, and they want it to be something residents can participate in and contribute to.

### **Recommendations**

- **Continue print publication but also find a secure way to share *Kōrero* digitally.** This might involve finding a community member who can establish and maintain an email list.
- **Ensure *Kōrero* balances information with entertainment and reaches all ages.** Showcase local people and support local groups. Include activities and invite contributions so that everyone feels they own it.



## Recommendations

The recommendations in this report drop out of close analysis and reflection on the story, using both the coordinating group's debrief and the writer's analysis of our story and the learning from the survey. It is important to note that these recommendations have been read and endorsed by all members of the coordinating group.

### Recommendations that emerge from analysis of our story

These recommendations are collated from those noted in the 25 May 2020 debrief session and from the writer's reflections in the commentary column of the story.

<p><b>External communication</b></p>	<p>Do not rely on one communication channel, especially one that relies on other people to do the moderation. In an emergency, there needs to be one trusted information source and people need to know where it is.</p> <p>In Pukerua Bay, build up familiarity with the community website so that it becomes the 'go-to' place for reliable information.</p> <p>Identify and utilise a range of means of communication, including existing networks. While the main channel may be digital, there needs to be alternatives for people who are not on social media or, for different reasons, do not use that particular channel.</p> <p>Develop and maintain an email list for residents.</p> <p>Keep content on the Residents' Association noticeboard turning over so people are more aware of it as a source of information.</p> <p>Have an emergency store of the materials needed to create print material and a plan for its development and distribution.</p> <p>Get clarity over whether it is acceptable for a community group to distribute print material during a pandemic if they follow safe protocols. Get clarity on what these protocols are.</p>
<p><b>Internal communication</b></p>	<p>Identify and practise using a free, secure, easy to use platform for video conferencing.</p> <p>Use a messaging system but consider whether there is one that is not associated with Facebook.</p> <p>Use Google Drive for sharing documentation.</p>
<p><b>Emergency management plan</b></p>	<p>The emergency management plan should be readily available on the Internet and every household should also have a print copy.</p> <p>Ask WREMO to update the Pukerua Bay portion to check that it covers all possible emergencies.</p> <p>Ask WREMO to help reinvigorate our local group, so that we have a team of people who know how to respond.</p>

	<p>Have both PKBRA and PKB Hub support this team and help maintain awareness of the guide.</p>
<p><b>Porirua City Council</b></p>	<p>Use existing relationships to facilitate communication between the City Council and local communities in an emergency.</p> <p>Consider whether the Council might have a role in working with supermarkets to set up mobile grocery shops.</p> <p>PCC EOC should have a managed online point of communication where community groups could lodge requests and suggestions without being reliant on one busy person.</p> <p>Responses to queries should be collated into a FAQ document with specific information about who to approach for which requests.</p> <p>Provide communities with printing materials and the means to make posters and fliers as part of their emergency response toolkits.</p>
<p><b>Capability</b></p>	<p>Know about the capabilities of people in your community.</p> <p>As well as healthcare professionals and people with skills in search and rescue, you need to know about people with communication skills.</p>
<p><b>School-community relationship</b></p>	<p>Rebuild the school-community relationship.</p>
<p><b>Support network</b></p>	<p>In the long-term, foster connections at the street level.</p> <p>In an emergency, have a system behind the volunteers at the street and neighbourhood level to provide backup.</p> <p>In our community, have a more streamlined two-tier system.</p> <p>Be explicit about roles and responsibilities.</p> <p>Have one person as the coordinator of support.</p> <p>Develop simple forms and templates to enable clarity.</p> <p>Use GIS and other tools to map locations of helpers and resources in a large community or in a fast-moving situation.</p>

## Recommendations that emerge from analysis of our survey

Question	Recommendations
1	<b>Agree upon some additional sites for displaying community notices.</b>
	<b>Access the resources necessary for creating displays</b>
2	In a crisis, have a <b>less complex system</b> with fewer people in it.
	<b>Widen the system's scope</b> to include other kinds of activities and different roles.
	Make a <b>practice of promoting community connection within smaller neighbourhood communities.</b>
	<b>Deliberately prompt inclusion.</b>
3	Facilitate regular <b>opportunities for people to connect with each other socially.</b>
	Ensure some <b>community activities happen at a neighbourhood level.</b>
	Advocate for <b>planning rules</b> that encourage the construction of homes that prompt people to build positive relationships with each other.
	<b>Celebrate the good things</b> that happen in our community.
	Establish a <b>community store cupboard</b> of groceries and other essential items.
	Check that all <b>communications are inclusive, and strengths focused.</b>
4	Join with WREMO and PERT to design a simple, <b>off-the-shelf messaging system for communicating</b> in an emergency.
	Create a <b>welcome pack for new residents</b> that includes the latest issue of <i>Kōrero</i> and the emergency communication pack.
	Consider how to <b>make support agencies (such as Women's Refuge or Wellington Sexual Abuse Help) more visible.</b>
5	<b>Keep these findings in mind in our planning and submissions.</b>
	Note that some of our residents have mobility issues and <b>make accessibility a part of our thinking and planning.</b>
	Establish and maintain <b>communication and knowledge-sharing systems</b> to keep people connected and informed.
6	Have a <b>less complex system, with fewer day-to-day volunteers</b> , but opportunities for people to contribute on a more occasional basis, when and as they are able.
	<b>Make it comfortable for people to move in and out of the volunteering system</b> so that it is clear when there are gaps to be filled.
	<b>Check that volunteers are clear about their role</b> , know how to do it, and have any tools they need.

	Encourage residents to use public land to <b>plant and care for their own food forests.</b>
	Establish a <b>dedicated online platform for emergency management.</b>
	Task our local emergency management experts with conducting a <b>community stocktake of personal needs and resources.</b>
7	<i>Facilitate regular <b>opportunities for people to connect with each other socially.</b></i>
	<i>Establish a <b>community store cupboard</b> of groceries and other essential items.</i>
	<i>Establish a <b>dedicated online platform for emergency management.</b></i>
	<i>Task our local emergency management experts with conducting a <b>community stocktake of personal needs and resources.</b></i>
	<i>Check that all <b>communications are genuinely inclusive, and strengths focused.</b></i>
	<b>Ask the volunteers whether they would like to be included in the community stocktake</b> and in what capacity. Check again annually.
	<b>Support <i>Kōrero</i>, our new community newsletter.</b>
	Have <b>annual emergency management workshops.</b>
	<b>Pass on the concerns re- the clarity of signage to the Council.</b>
8.	<i><b>Pass on the concerns re- the clarity of signage to the Council</b></i>
	<b>Council: Consider whether it might have a role in working with supermarkets to set up mobile grocery shops.</b>
	<b>Council: Offer communities assistance to run wellbeing programmes.</b>
	<b>Council: Consider non-electronic means for information-sharing in an emergency.</b>
9–11	<b>Continue print publication but also find a secure way to share <i>Kōrero</i> digitally.</b>
	<b>Ensure <i>Kōrero</i> balances information with entertainment and reaches all ages.</b>

## Sources

### Primary sources

Community survey, April 2021

Report from the volunteer coordinator, May 2021

Meeting records, email and Facebook messages, personal notes

Stats NZ: Pukerua Bay: [www.stats.govt.nz/tools/2018-census-place-summaries/pukerua-bay](http://www.stats.govt.nz/tools/2018-census-place-summaries/pukerua-bay)

### Secondary sources

NZ timeline: <https://shorthand.radionz.co.nz/coronavirus-timeline/>

Pukerua Bay Residents' Association: [pukeruabay.org.nz/](http://pukeruabay.org.nz/)

Pukerua Bay School: [fb.com/pukeruabay.school.nz/](https://fb.com/pukeruabay.school.nz/)

Self-isolation support Kāpiti: [fb.com/groups/213388913107616/](https://fb.com/groups/213388913107616/)