



Covid 19 Response

April 2020

Our Aims

Our Response aims to:

- Provide essential Council services during the COVID-19 pandemic.
- Minimise the social and economic consequences on the city and region and help support rapid recovery.
- Protect the health and wellbeing of staff, elected members and public.
- Ensure the coordination of accurate, timely and helpful internal and external communications.
- Support the City's rapid recovery.

Strategic Pillars

Our Response Plan has 8 Strategic Pillars:



Essential Services



Financial Relief



Kick-Start Capital



Sustaining Supplier Sector



Community Wellbeing Response



Ready to Go – Fast Transitions



Flattening the Job-Loss Curve



Keeping People Informed

1. Essential Services



Continuing to provide all essential services as well as providing many other services remotely to support the wellbeing of our communities and lessen the impact and disruption on our residents and local businesses.

Three Waters

- We have continued to supply our water services without interruption.

Transport

- We have continued essential maintenance work including: make-safe activities, pothole repairs, street cleaning and litter bin maintenance.
- We have continued to sweep the streets to stop drains getting clogged and causing flooding when it rains.

Parks

- Our parks have remained open. The Botanic Gardens are open at alert level 3.

Cemeteries

- Our Cemeteries have remained open to public access.

Kerbside Collection

- Kerbside collection has continued throughout the lockdown.
- Our recycling plant is planning to start processing material under alert level three. Ecodrop Recycling Centres at Parkhouse Road, Bromley and Styx Mill will reopen to the public for recycling of some items and hazardous items from Tuesday 28 April.

Transfer Stations

- The EcoDrop transfer stations at Parkhouse Road, Bromley and Styx Mill will be reopen to the public when the country moves to alert level three. People will be able to drop off rubbish, greenwaste, hazardous items and select recycling.
- The Barrys Bay transfer station on Banks Peninsula will also be open.
- Ecodrop Recycling Centres at Parkhouse Road, Bromley and Styx Mill will reopen to the public for recycling of some items and hazardous items.

1. Essential Services continued



Consenting Services

- We have continued 100% of our consenting functions processing. Building inspections will resume under level 3.

Library Services

- We have provided access to our online services 24/7 through our library website.
- We have continued to support people to sign up for a library membership online so they can access our digital online services.
- Our FingerTip Team is available to answer library questions and help people to access our online resources.

Art Gallery

- We have created digital exhibitions online while the gallery is physically closed.

Recreation Facilities

- Our group fitness instructors have run online classes to help people stay fit during the COVID-19 lockdown.

Council Decision-making

- Council meetings are currently scheduled to be held every 2nd and 4th Thursday of the month. Councillors attend virtually by audio or audiovisual link.

2. Financial Relief



Reduce financial burden to residents and businesses.

Strategies

Rent Relief

- We have waived fourth quarter (2019/20) rent for community groups operating from our facilities.

Rent Holiday for Commercial Tenants

- We have provided a three month rent holiday for some of the businesses operating from Council facilities (such as cafes and restaurants).

Rates Deferral

- We will provide ability for businesses and homeowners to defer fourth quarter rates without penalty for 6 months.

Fees Relief and Refund

- We have refunded alcohol special licensing application fees for special license applications for events impacted by Government alert levels.
- We have frozen our pool and gym membership costs for the duration of the lockdown.
- We have refunded all cancelled bookings at our properties or facilities.

Car Parking

- We have provided free parking during Alert Level 4 to allow essential service workers to park close to work.

3. Kick-start Capital



Accelerating the pipeline of work to support local businesses recovery and keep people in jobs.

Strategies

Accelerate Work Programme

- We have an accelerated work programme ready to go as soon as restrictions are lifted.
- We continued planning, procurement and design while in lockdown so more projects could get in to the market quickly.

Shovel Ready

- We have submitted a package of “shovel ready” projects to support economic recovery.

Central Government Partnership

- We will work with central government to ease the supply chain.

Fair Approach to Cost

- We will take a fair and consistent approach to how contractor costs are covered and/or reimbursed.

Maintenance of Closed Sites

- We have supported the maintenance of closed sites to protect public health.

Health and Safety

- We are promoting the new health and safety guidelines to ensure the safe return to work.

4. Sustaining Supplier Sector



Keeping cash flowing in the sector and helping to maintain aggregate demand.

Strategies

Timely Payment

- We will ensure timely payments to all suppliers to help with immediate cash flow needs.

Buy Local

- We will support a “buy local” programme to encourage Cantabrians to buy from and support local businesses.

Contract Local

- We are reviewing our procurement practises to ensure there are no barriers to local business to get local work.

Speed up Procurement

- We are reviewing our procurement practices with a focus on rapid mobilisation of projects.

Reduce Carbon Footprint

- We will assist local business to get local work.
- We will look for ways to support our supply chain to reduce the carbon footprint.

5. Ready to Go – Fast Transitions



Ensure readiness to move in to lockdown and to restart services and accelerate projects when alert levels change.

Strategies

Emergency Response

- We established an Incident Management Team in January 2020 and stood up our EOC in March 2020 ahead of the Emergency Declaration.
- We have redeployed staff to support civil defence response.

Essential Services

- We have provided all essential services without interruption throughout the pandemic.

Stand up Alert Level

- We have planned ahead to enable a fast transition to Alert 3 and then to Alert 2.

6. Community Wellbeing



Working with others to enhance community wellbeing. We support the city's most vulnerable.

Strategies

Support for Vulnerable

- We are delivering food to people in need, this includes food banks and meals on wheels.

Connecting with our People

- We have made outbound calls to residents over 70 years old in collaboration with Ministry of Social Development.

Keeping People Connected & Active

- We have developed online fitness programmes.
- We have our library open 24/7 online.
- We have our art gallery online.

Keeping Young Travelers Safe

- We relocated the occupants of freedom camping vehicles to our Spencer Beach Holiday Park.

Community Partners

- We have remained connected and engaged with communities and partner organisations to make sure that Council is best placed to support social recovery.

Social Housing Support

- We have reinstated and fast tracked the winter heating programme in Alert Level 3.

Repatriation

- We are supporting logistics at airport for repatriation flights of foreign nationals and our people returning home.

Local Planning

- We will revisit Community Plans to ensure relevance during COVID 19 response and recovery.

Community Based Assessment Centre

- We have used the CDEM Act to support the establishment of Community Based Assessment Centre.

7. Flattening the Job Loss Curve



Partner with government and non-government agencies to develop employment programmes which substantially reduce unemployment and support aggregate demand.

Strategies

Employment Creation

- We are working with government and other partners to investigate options for job creation programmes.

Workforce Redeployment

- We have developed a workforce redeployment strategy to support areas of increasing demand, including deploying staff to other agencies.

8. Keeping People Informed



Ensure people have the information they need.

Strategies

- We are providing a range of COVID-19 Community Resources and Information on our website and Facebook pages.
- We are using multiple mediums to reach people including online, radio advertising, billboards, signage and messaging in supermarkets.
- We are providing ongoing communication to encourage social distancing and hygiene practises.
- We are targeting our communications to reach key cohorts, including multicultural communities.
- We are developing a Community Proud campaign to support local businesses, residents, and wellbeing.
- We are providing regular internal and external communications on COVID-19 issues, opportunities and engagement.

Christchurch
City Council

