



Ministry of Civil Defence & Emergency Management

Te Rākau Whakamarumarū

Mike Frew

Emergency Management Advisor

(Lifeline Utilities)

I'll talk about...

1. National CDEM Plan update
2. Lifeline utilities directors guidelines review
3. Lifeline utilities monitoring and evaluation

Directors guidelines (DGL)



line of sight



Monitoring and evaluation (M&E)



*Planning
Partnership
Effectiveness*

-
4. Lifeline utilities coordinator (LUC) role

National CDEM Plan review

CDEM Act 2002

CDEM Plan 2005

Reviewed under s46(1)
of the CDEM Act

Directors Guidelines

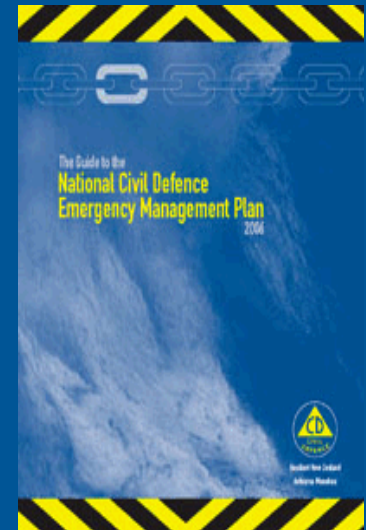
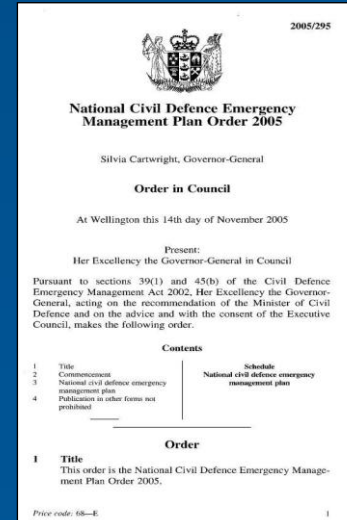
Issued under s9(3)
of the CDEM Act

National Fuel Plan

Supporting Plan issued under s9(2)
of the CDEM Act

National CDEM Plan review

- Commenced in 2010, paused by Canterbury earthquakes
- 2005 Plan included **generic LU coordination** requirements, new draft outlines more **specific coordination** expectations of individual LUs
- LU **feedback** on draft LU section in Aug-Sep 2013
- Plan to be **finalised in December** for commencement of **Government approval process in 2014** (incl. public consultation)



LU Directors Guidelines

CDEM Act 2002

CDEM Plan 2005

Reviewed under s46(1)
of the CDEM Act

Directors Guidelines

Issued under s9(3)
of the CDEM Act

National Fuel Plan

Supporting Plan issued under s9(2)
of the CDEM Act

DGL supports lifeline utilities
in meeting their requirements under the Act

LU directors guidelines review

Lifelines and CDEM Planning **Best Practice Guide** [BPG1/03]

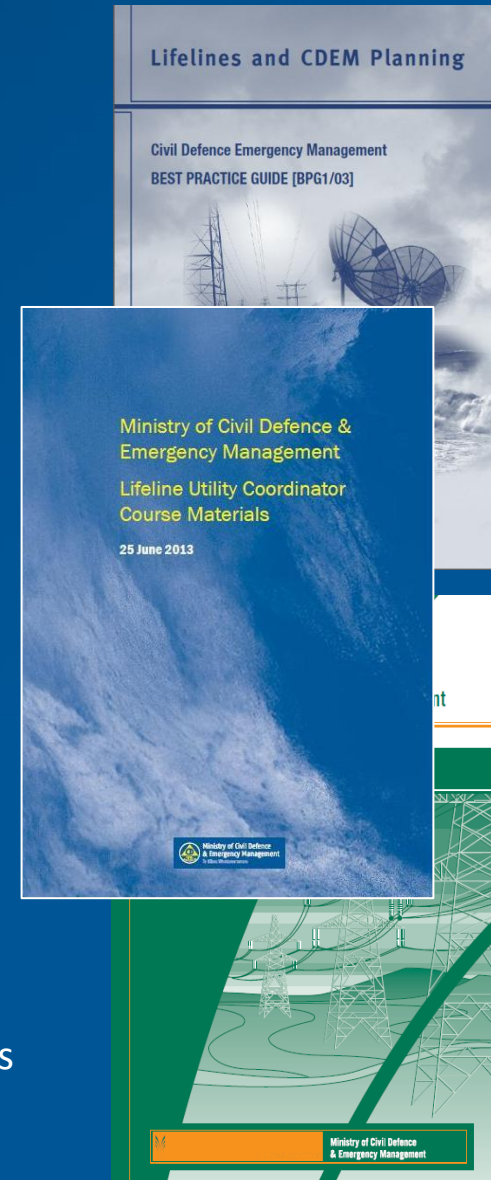
- **Audience:** lifeline utilities, lifelines groups, emergency managers
- **Purpose:** consistency in LU's CDEM planning engagement

Lifeline Utilities & Emergency Management **Director's Guideline** for Lifeline Utilities [DGL 3/02]

- **Audience:** lifeline utilities
- **Purpose:** guidance on how to meet CDEM Act 2002 obligations

Lifeline utilities coordinator (LUC) training materials

- **Audience:** LUCs
- **Purpose:** introduce coordination processes and summarise actors



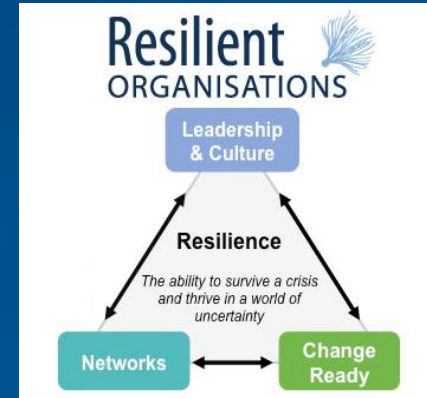
Why review the DGL?

- Guidance publications 10 years old
- The context is dated but most content is still relevant
- Response and exercise experience has informed process
- Lifeline utilities cluster has developed
 - e.g. LUC role
 - e.g. National Fuel Plan (and other supporting plans)
 - e.g. SCE's now common

Guideline review process

- Existing (old) DGL and BPG **reviewed**
- Decision: **combine** old DGL, old BPG, and LUC training materials
- Decision: **present as Parts A & B**: single purpose but two key audiences:
 - LUs and CDEM sector (organisations and senior managers)
 - LUCs (individuals who hold the LUC role)
- Includes **new material**: e.g. SCE functions, LUC role detail
- Greater emphasis on **BCM** and business risk management
- Draft issued for **feedback** – due at MCDEM by 11 Nov 2013
- New guideline **published** by 24 Dec 2013

Monitoring and evaluation



- MCDEM capability assessment tool (CAT) developed 2009
- Based on National CDEM Strategy – essentially covers the '4Rs'

To enhance New Zealand's capability to manage civil defence emergencies

- ResOrg insight – incl. “leadership and culture” indicator set
- BoP + Auckland + Waikato lifelines groups: individual utility capability
- CHC EQ CAP: “Evaluation of the resilience of infrastructure providers...”

DGL: planning within utility organisations

DGL – business continuity management

“Business continuity planning undertaken by organisations with obligations under the CDEM Act needs to include CDEM-critical activity”



M&E – critical functions and crisis management

- Critical activity principles defined
- “Contractual complexities” – robust out-sourced services
- Organisation wide understanding of plan

Key concepts

Planning -- Dependencies -- Service levels



"Never, ever, think outside the box."

DGL: utilities and CDEM partnership

DGL - relationship management

“Underpinning all of these [reduction and readiness] activities is the need to have effective working relationships between lifeline utilities and CDEM Groups”



M&E – collaborative planning

- Utilities analysis and planning collectively and with CDEM (EM)
- Lifelines Group, SCE participation (EM)
- Other than dependencies analysis, BCM M&E (v1) is internal

Key concepts

Relationships -- Dependencies -- Service levels

DGL/M&E: effective planning and partnerships?



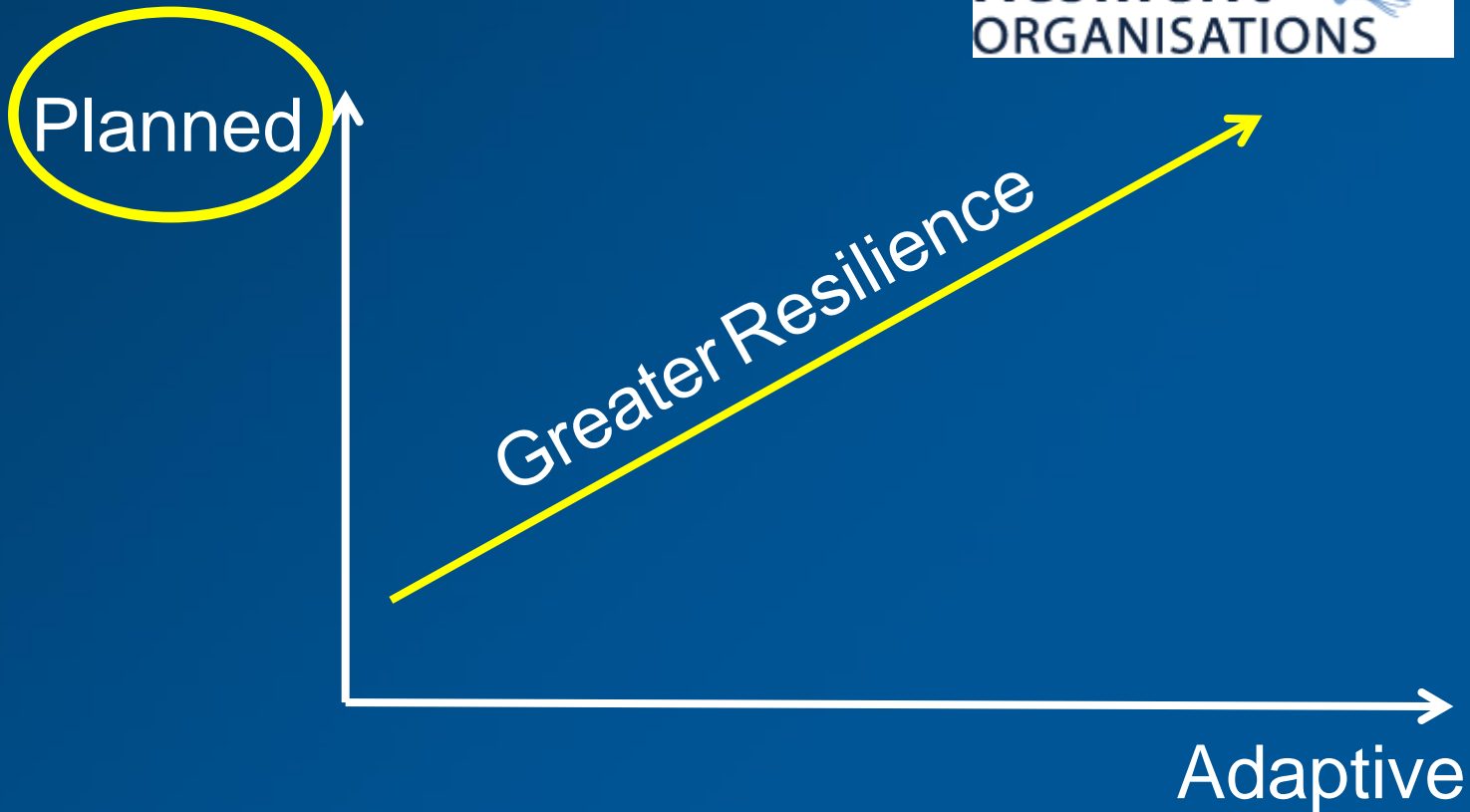
“To what degree have the following factors helped mitigate the impact of the earthquake to your organisation?”

	Very	Moderately	Not Very	Not at all
Business continuity, emergency management or disaster preparedness plan (269)	22%	18%	16%	44%
Practiced response to disaster (267)	15%	19%	12%	54%



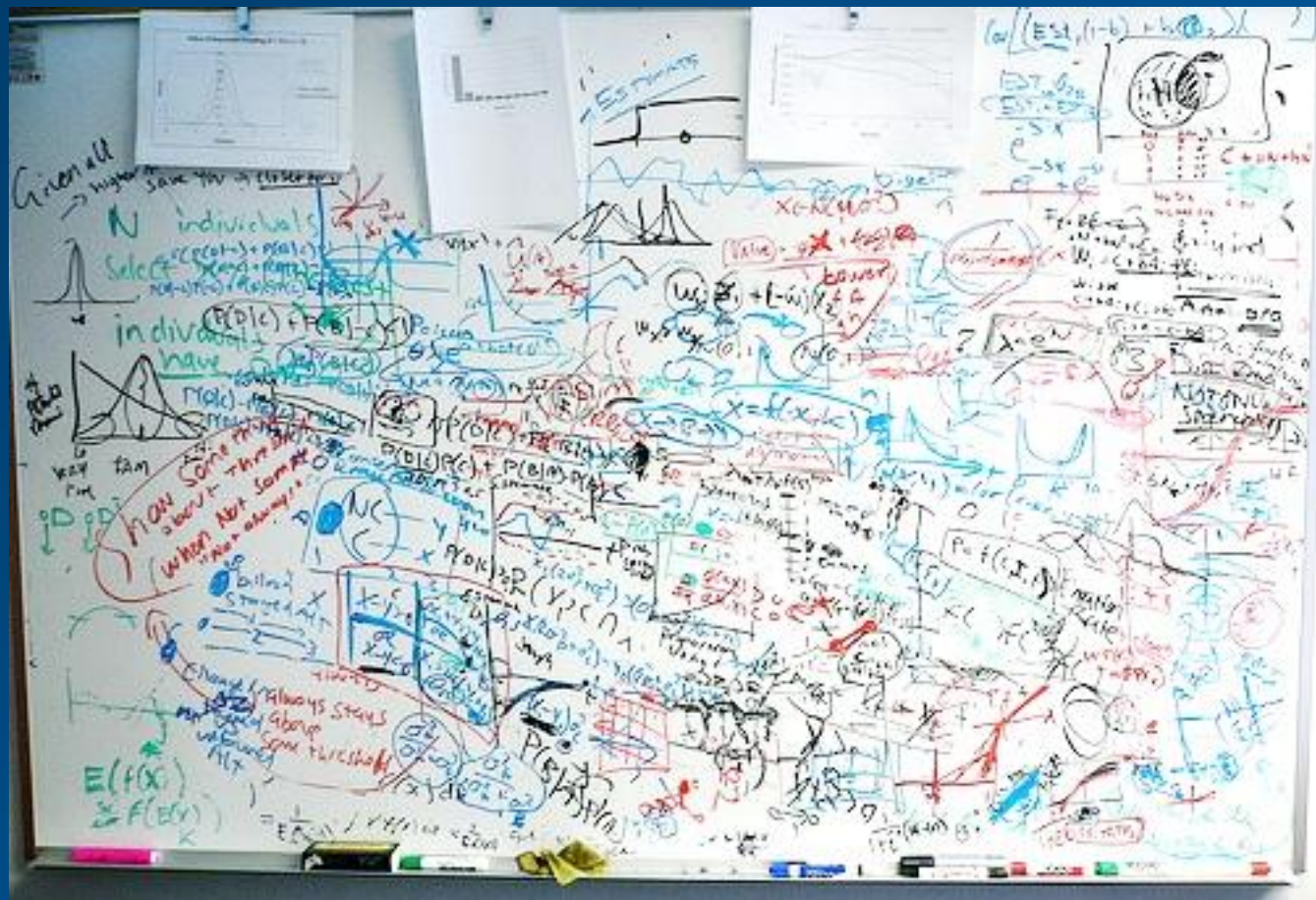
Resilience as effectiveness

Planned and/or adaptive resilience?



Focus for “guidance” and M&E?





DGL Part B – lifeline utilities coordinator (LUC)

Developed for June 2013 LUC training

LUC responsible for:

- Understanding the lifeline utility dynamics at a regional/national level
- Plans and procedures for response
- Coordinating the lifelines planning and partnerships during response

Operations

EOC
(local)

EOC
(local)

EOC
(local)

EOC
(local)

Regional coordination

LUC
(ECC regional)

LUC
(ECC regional)

National coordination

LUC (NCMC)

DGL Part B – lifeline utilities coordinator (LUC)



Coordination:

Recap:

Planning

Partnership

Effectiveness

MCDEM wish to gain more insight through M&E processes

...but what we're monitoring/evaluating must be linked to the guidance we provide.



Ministry of Civil Defence & Emergency Management

Te Rākau Whakamarumarū