

# Proposal for LTP engagement

**Meeting:** Council Briefing  
**Date of meeting:** 10 June 2020  
**Reporting officer:** Gillian Bruce, Communications and Engagement Manager

## Purpose/Ngā whāinga

This paper sets out a draft approach to:

- Pre-engaging with the Long Term Plan and
- LTP consultation

## Context/Horopaki

There appears to be a low understanding within the community about the role of the LTP. Requests for the Council to take on additional, unplanned work out of cycle indicates the lack of awareness within the community about how work programmes and funding are planned.

No pre-engagement was carried out for the previous LTP. This year we hope to establish an approach that we can improve on in future years. These are our draft ideas.

A large portion of Council work must be done, and there is little opportunity for influence by the community. We will seek to be transparent about what we are doing and the reason why.

Currently, the Council is finalising what will be in the LTP and which decisions we may need additional input into prior to consultation. The pre-consultation shown may change, or be expanded.

## Discussion/Ngā kōrerorero

### Pre-engagement

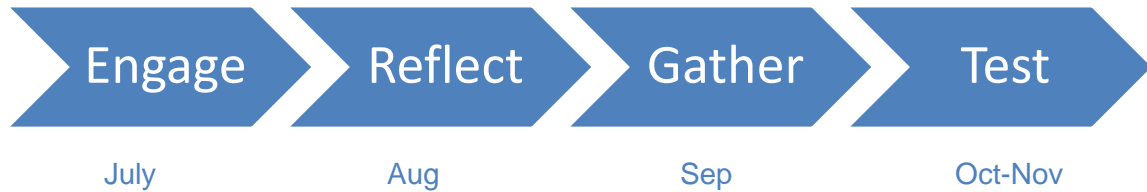
Objectives of pre-engagement are to:

- educate the community on the LTP process
- reflect our priorities back to the community to acknowledge what they have said, and be transparent about our plans
- gather new community ideas for work programmes LTP
- gather preliminary feedback on specific topics to improve the quality of the LTP proposals
- raise potential issues early, so community is not caught unaware by consultation
- build support for initiatives and trust in the Council

Our engagement plan needs to address the following:

- Trust is diminished when the Council repeatedly asks what the community wants without acting on it.
- Broad blue-sky engagement can set high expectations the Council cannot meet
- Time required to engage with the community
- Need for transparency about work the Council is not consulting on
- Over consultation.

A phased approach is proposed to achieve our objectives



### **Phase 1: Engage**

When: July

Activity: Explain the purpose of the LTP and the plan for when and how the community can contribute.

Outcomes: Customers understand the importance of engaging and expect to be involved

### **Phase 2: Reflect**

Timing: August

Activity: Reflects projects the community has already asked for through spatial planning, community meetings etc, and ask communities to prioritise.

Outcomes:

- Community feels their previous input has been heard
- Community understands the need for trade-offs.

### **Phase 3: Gather**

Timing: August-September

Activity: Community may submit new, well-formed ideas and discuss them with Elected Members. This could be in an engaging format such as an 'ideas café' style session. Elected members ask questions. Options around public involvement.

Outcomes:

- The strongest, most robust ideas are put forward
- Ideas go through a robust assessment.

### **Phase 4: Test**

Timing: October-November (tbc)

Activity: Pre-consultations on complex issues introduce topics prior to consultation

- Water rates equalisation (Oct)
- Kerbside collection (Nov)
- Others to be determined.

Outcomes:

- People understand and focus on specific issues before formal consultation.
- Council staff have information needed to develop the consultation proposals.

### **Consultation (March)**

- Experience with consultation during Covid 19 lockdown found most people were willing and able to engage online
- The ease of online engagement increased community participation and made it easier for staff to coordinate
- Digital surveys are easier to analyse and compile responses

Proposal for consultation is to:

- Consult predominantly online, with hard copies available by exception
- Establish live virtual question and answer sessions to resolve issues and enable people to interact with elected members

### **Next steps/E whaiake nei**

1. Confirm proposed approach and timing
2. Prepare detailed action plan