

## Consultation/Engagement Plan

Date: 1 December 2017

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### Project name: Consultation on the Western Springs Wai Orea development plan

#### The project

Western Springs Lakeside is a wildlife sanctuary surrounding a natural spring-fed lake, one of Auckland's early water supplies. The park is surrounded by a cluster of major nearby attractions including the Auckland Zoo, Museum of Transport and Technology (MOTAT), Chamberlain Park, and the Western Springs stadium.

The development plan process needs to holistically consider developments for current and potential uses. It also needs to consider developments to increase the ecological and biodiversity values of the site given its significance and limitations. All developments need to be set out in achievable projects given the mechanisms for implementation council has available. The development also needs to consider other outcomes not outlined in this scope but identified as relevant through the process of drafting the plan.



### Why is council consulting on this project?

The community's and park users' input is essential to producing a useful and feasible development plan. Consultation will ensure the plan provides for the community's and parks users' needs and aspirations and capitalises on opportunities to improve the environmental and ecological values of the park and surrounding landscape.

### What is council consulting on?

Council is consulting on the Western Springs Waiorea development plan in two stages:

1. Initially, staff will engage with the Waitematā Local Board, Mana Whenua, and the Western Springs Stakeholder Group to learn what should be considered through the development plan process.
2. For the second stage of consultation, the draft development plan will be consulted widely and:
  - a. be advertised regionally, throughout Auckland due to the regional interest in the park
  - b. engage surrounding boards
  - c. focus on the quality of community input rather than the quantity of submissions.

### Target audiences: key stakeholders – likely interest and method of engagement

- Internal

Who	Why are they likely to be interested?	Method of engagement
<b><i>Waitemata Local Board</i></b>	<b><i>The board govern the reserve.</i></b>	<b><i>Regular workshops with Parks Portfolio Holders and whole board invited. Any changes to the draft plan following public consultation will be workshopped with the board.</i></b>
<b><i>Auckland Council staff</i></b>	<b><i>Staff provide advice to the board, implement their decisions, and deal with operational matters for the reserve.</i></b>	<b><i>Workshop with staff members.</i></b>

○ Mana Whenua

Who	Why are they likely to be interested?	Method of engagement
<i>Te Rūnanga o Ngāti Whātua</i>	<i>They have registered their interest in the Waitemata Local Board area.</i>	<i>Workshop.</i>
<i>Ngāti Whātua o Kaipara</i>	<i>As above.</i>	<i>As above.</i>
<i>Ngāti Whātua o Ōrākei</i>	<i>As above.</i>	<i>As above.</i>
<i>Ngāi Tai Ki Tāmaki</i>	<i>As above.</i>	<i>As above.</i>
<i>Ngāti Tamaoho</i>	<i>As above.</i>	<i>As above.</i>
<i>Te Akitai Waiohua</i>	<i>As above.</i>	<i>As above.</i>
<i>Te Ahiwaru Waiohua</i>	<i>As above.</i>	<i>As above.</i>
<i>Ngāti Te Ata Waiohua</i>	<i>As above.</i>	<i>As above.</i>
<i>Ngāti Paoa</i>	<i>As above.</i>	<i>As above.</i>
<i>Ngāti Maru</i>	<i>As above.</i>	<i>As above.</i>
<i>Ngāti Whanaunga</i>	<i>As above.</i>	<i>As above.</i>
<i>Ngāti Tamaterā</i>	<i>As above.</i>	<i>As above.</i>
<i>Te Patukirikiri</i>	<i>As above.</i>	<i>As above.</i>
<i>Waikato-Tainui</i>	<i>As above.</i>	<i>As above.</i>

○ Western Springs Stakeholder Group

Who	Why are they likely to be interested?	Method of engagement
<i>RFA: Stadium</i>	<i>Stakeholder in the Western Springs area</i>	<i>As above.</i>
<i>RFA: Zoo</i>	<i>As above.</i>	<i>As above.</i>
<i>Western Springs College</i>	<i>As above.</i>	<i>As above.</i>
<i>TAPAC</i>	<i>As above.</i>	<i>As above.</i>
<i>MOTAT</i>	<i>As above.</i>	<i>As above.</i>
<i>Auckland Transport</i>	<i>As above.</i>	<i>As above.</i>
<i>Watercare</i>	<i>As above.</i>	<i>As above.</i>
<i>Parks</i>	<i>As above.</i>	<i>As above.</i>
<i>Ponsonby Rugby</i>	<i>As above.</i>	<i>As above.</i>
<i>Ministry of Education</i>	<i>As above.</i>	<i>As above.</i>

○ External

<b>Who</b>	<b>Why are they likely to be interested?</b>	<b>Method of engagement</b>
<i>Grey Lynn Community Centre</i>	<i>Members may wish to review the draft plan and provide input.</i>	<i>Notification of the consultation via email, signs onsite, Shape Auckland page</i>
<i>Grey Lynn Residents Association</i>	<i>As above.</i>	<i>As above.</i>
<i>Grey Lynn 2030</i>	<i>As above.</i>	<i>As above.</i>
<i>Kelmarna Gardens</i>	<i>As above.</i>	<i>As above.</i>
<i>Grey Lynn and Westmere Residents</i>	<i>As above.</i>	<i>As above.</i>
<i>Westmere Heritage Protection Assoc</i>	<i>As above.</i>	<i>As above.</i>
<i>Western Springs College</i>	<i>As above.</i>	<i>As above.</i>
<i>Westmere Kindergarten</i>	<i>As above.</i>	<i>As above.</i>
<i>Westmere School</i>	<i>As above.</i>	<i>As above.</i>
<i>MOTAT</i>	<i>As above.</i>	<i>As above.</i>
<i>University of Auckland</i>	<i>As above.</i>	<i>As above.</i>
<i>Unitec</i>	<i>As above.</i>	<i>As above.</i>
<i>Albert-Eden LB</i>	<i>As above.</i>	<i>As above.</i>
<i>Councillor Waitemata and Gulf</i>	<i>As above.</i>	<i>As above.</i>
<i>Lemington Reserve Volunteers</i>	<i>As above.</i>	<i>As above.</i>
<i>Western Bay Community</i>	<i>As above.</i>	<i>As above.</i>
<i>Park users</i>	<i>As above.</i>	<i>As above.</i>
<i>Pasadena Intermediate School</i>	<i>As above.</i>	<i>As above.</i>
<i>STEPS</i>	<i>As above.</i>	<i>As above.</i>
<i>Emailers to the project email address</i>	<i>Emailers may wish to review the draft plan and provide input.</i>	<i>As above.</i>

### Spokespeople

The spokesperson for the plan will be Shale Chambers.

Staff support for communications will be Joby Barham.

## **Decision-making process**

Western Springs Lakeside is a local park and the Waitemata Local Board has decision making authority for the development plan and implementation of any development projects. Decision points for the board will be:

1. endorsement of the draft development plan for consultation
2. adoption of the Western Springs Waiorea development plan.

## **Level of influence and engagement**

Overall, council should be consulting at the 'inform' level to notify stakeholders of the upcoming consultation; then the 'consult / involve' level when input is sought; then the 'inform' level to advise stakeholders of the outcome of the plan.

Overall, council should be consulting at the 'consult / involve' level:

- o Consultation goal – seek and receive feedback on the draft development plan and build community buy-in to the development plan outcomes; answer the question 'have we got it right?'
- o Council's promise to the public
  - o To record and analysis all input to the draft plan.
  - o Integrate feasible and appropriate development recommendations and develop feasible and appropriate solutions to issues.
- o Examples of techniques/methods to consider
  - o Notification of the consultation via email or letter, signs onsite (potentially), email address to receive input, and Shape Auckland page.

## **Communications and consultation objectives**

The objectives of this engagement and consultation are:

- To provide an opportunity for Mana Whenua, key interested groups and the public to have a say.
- To make Mana Whenua, key interested groups and the public aware of the process and how to provide feedback on the draft plan.

## Communications and consultation approach

Create Key Messages and share that information as appropriate.

- Advertising in local paper.
- Advise regional media of the consultation.
- Promote regionally via social media.
- Include in Council wide opportunities where appropriate.
- Onsite signage of the consultation.

## Issues/Risks management

Risks/Issues	Recommended mitigation
Community /stakeholders expectations	<ul style="list-style-type: none"> <li>- Ensure people understand the process.</li> <li>- Final decision lies with the Waitemata Local Board</li> <li>- Communicate with stakeholders and the community as early as possible</li> </ul>
Confusing messages/incorrect information through multiple sources	Identify clear lines of communication – How will the information be communicated. Set key messages to be used in all communications that are clear and informative. Dedicate a spokesperson.
Discussion in the media about this project.	<ul style="list-style-type: none"> <li>- Provide an open and transparent process for public feedback and democratic decision-making.</li> <li>- Let Communications know of any media interest.</li> </ul>
Stakeholders not engaged	Public element of the consultation will help gather those we don't manage to capture via direct contact
Local board expectations and role	<p>Ensure Waitemata Local Board is aware of communications material, promises made to the public and opportunities for feedback. That the Board is kept up to date on any issues that arise as they become apparent.</p> <ul style="list-style-type: none"> <li>- Inform of engagement activities</li> <li>- Provide opportunity to attend</li> <li>- Regular updates to keep them in the loop</li> <li>- Assure the board you have measures in place to inform and engage all those affected</li> <li>- Provide opportunities for input from the board</li> </ul>

## General key messages

- Waitemata Local Board want to hear your thoughts on what you think about the draft Western Springs Waiorea development plan.
- Feedback will inform the final plan.
- The Western Springs Waiorea development plan will provide a vision for the next X years and beyond, which will help inform any developments of the area.
- Provide your feedback in these ways xxxx before this date xxxx.
- Feedback topics will cover:
  - o Age range and equipment preferences for the playground.
  - o Ecological aspirations for the park i.e. Tuna sanctuary?
  - o Improvements for event operation: more events, easier to run events?
  - o Interest in bird feeding.
  - o Improvement of water quality to achieve Tuna sanctuary?
  - o Satisfaction with existing facilities e.g. seating, toilets, bins, etc.
  - o Priority of development projects.

## Timelines for the communications and consultation activities

Date	Communications and consultation activities	Who is responsible?
September 2017	Pre-design consultation with: <ul style="list-style-type: none"> <li>- Waitemata Local Board</li> <li>- Mana Whenua</li> <li>- Western Springs Stakeholder Group</li> <li>- Friends of Fukuoka Garden</li> </ul>	Amy Wright, Joby Barham
24 October – 7 November	Workshop draft development plan with: <ul style="list-style-type: none"> <li>- Waitemata Local Board</li> <li>- Mana Whenua</li> <li>- Western Springs Stakeholder Group</li> <li>- Lower and upper Meola Creek restoration groups</li> <li>- Friends of Fukuoka Garden</li> <li>- Auckland Council staff: Healthy Waters, Events</li> </ul>	Amy Wright, Joby Barham
December 2017, January 2018	Playground user intercept surveys to understand equipment preferences and age range of playground users	Joby Barham, Vandna Kirmani
February or March 2018	Staff to seek endorsement by the board of the draft development plan for public consultation	Joby Barham
4 weeks during April/May 2018	Public consultation on the draft (subject to the pine removals being completed)	Have Your Say team, WLB Comms and Engagement advisors
June 2018	Analysis of consultation feedback	Have Your Say, Joby Barham
June 2018	Develop final draft	Amy Wright



July 2018	Workshop final draft with: <ul style="list-style-type: none"> <li>- Waitemata Local Board</li> <li>- Mana Whenua</li> <li>- Potentially all stakeholders if significant changes proposed</li> </ul>	Amy Wright, Joby Barham
September 2018	Staff to seek adoption by the board of the draft development plan for public consultation	Joby Barham

## Budget

Activity	Factors that affect the cost	Approximate cost	Project code
Waitemata Local Board workshops	Covered by existing budgets	Covered by existing budgets	N/A
Mana Whenua workshop	Covered by existing budgets	Covered by existing contract & budgets	N/A
Stakeholder workshops	Covered by existing budgets	Covered by existing budgets	N/A
Signs on site	TBC	TBC	N.008229.01
Signs off site	4+ <ul style="list-style-type: none"> <li>- Grey Lynn Library</li> <li>- Grey Lynn Community Centre</li> <li>- Pt. Chevalier Library</li> <li>- Ponsonby Library (Leys Institute)</li> </ul>	Covered by existing budgets	N/A
Onsite open day (on a Saturday)	<ul style="list-style-type: none"> <li>- Display panels</li> <li>- Tent, chairs, table hireage</li> <li>- Refreshments</li> </ul>	\$500	N.008229.01
Project email address to receive input	N/A	Covered by existing budgets	N/A
Email known community groups and interested	N/A	Covered by existing budgets	N/A

residents			
Have Your Say survey	Covered by existing budgets	Covered by existing budgets	N/A
Analyse and report on consultation feedback	Covered by existing budgets	Covered by existing contract	N/A
ESTIMATED TOTAL COST		\$0	TBC

**How will the project be evaluated? / Learnings / Debrief**

- Successful adoption of the development plan by Waitemata Local Board.
- Staff will undertake a benefits realisation report.

Appendix 1 – IAP2 level of influence spectrum

# IAP2 Public Participation Spectrum

Developed by the International Association for Public Participation

**INCREASING LEVEL OF PUBLIC IMPACT**

INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
<b>Public Participation Goal:</b>	<b>Public Participation Goal:</b>	<b>Public Participation Goal:</b>	<b>Public Participation Goal:</b>	<b>Public Participation Goal:</b>
To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
<b>Promise to the Public:</b>	<b>Promise to the Public:</b>	<b>Promise to the Public:</b>	<b>Promise to the Public:</b>	<b>Promise to the Public:</b>
We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
<b>Example Techniques to Consider:</b>	<b>Example Techniques to Consider:</b>	<b>Example Techniques to Consider:</b>	<b>Example Techniques to Consider:</b>	<b>Example Techniques to Consider:</b>
<ul style="list-style-type: none"> <li>● Fact sheets</li> <li>● Web sites</li> <li>● Open houses</li> </ul>	<ul style="list-style-type: none"> <li>● Public comment</li> <li>● Focus groups</li> <li>● Surveys</li> <li>● Public meetings</li> </ul>	<ul style="list-style-type: none"> <li>● Workshops</li> <li>● Deliberate polling</li> </ul>	<ul style="list-style-type: none"> <li>● Citizen Advisory Committees</li> <li>● Consensus-building</li> <li>● Participatory decision-making</li> </ul>	<ul style="list-style-type: none"> <li>● Citizen juries</li> <li>● Ballots</li> <li>● Delegated decisions</li> </ul>