

Next Steps: Investing in Aucklanders - Belonging and Inclusion Pilots

What are we proposing?

The proposed next step is to design a series of pilots to test interventions that could increase belonging and inclusion, especially for those most in need.

The interventions would be based on the problems people face when they don't feel included (such as loneliness) as well as fostering the enablers of inclusion (such as simple acts of kindness and the role of community connectors).

Why is this important?

The Auckland Plan Belonging and Participation outcome and the Thriving Communities Action Plan provides the high level guidance for council's goal to make Auckland a friendlier and more inclusive city.

To foster greater inclusion and an increased sense of belonging for all Aucklanders we need to focus resources and tailor the design and delivery of services. This will help ensure everyone has opportunities to participate and feel they belong.

Through the Investing in Aucklanders project staff have identified both barriers and enablers to inclusion that can be the starting point for designing and testing potential solutions.

Developing and trialling interventions first that are focused on problems/opportunities and targeted to specific groups will enable us to test what works, refine and adapt and where pilots are effective look at opportunities to replicate or scale-up elsewhere.

How will we go about it?

The pilots will be based on the following approach.

Outcome focus

- Interventions will be outcome-focused, based on evidence of what works or is promising.
- There will be a clear intervention logic/theory of change for each pilot aligned to outcomes.

Equity

- We will focus on those most in need first, consistent with the Auckland Plan.

Community-centric

- Interventions will use design-led methodology and be developed with potential partners and members of the target population (including our advisory panels).
- We will work on key issues/challenges (barriers) or opportunities (enablers) identified in our findings, for example the issue of loneliness for older people.

Effective and sustainable

- We will pilot interventions, through prototyping and testing what works (and what doesn't) in quick learning loops, enabling us to refine and adapt - increasing the potential for success.
- Where pilots are effective we can look to replicate or scale up elsewhere.
- To maximise impact we'll tackle challenges shared by more than one population group.

- We will look to partner with others (internal and external) to leverage resources and ensure ongoing buy-in and ownership.
- We will look to make the most of existing services, assets and resources.

Te Ao Māori

- We will work with Māori to develop specific interventions tailored to their needs.
- We will look at ways to acknowledge the specific roles iwi play in supporting inclusion and belonging of others.

The scope of the pilots will be managed within a set of controlled parameters.

- a maximum of five inclusion pilots undertaken over the next 18 months within existing baselines and resources
- pilots will be dependent on community interest, resource availability and buy-in.

An example pilot – Addressing loneliness among older Aucklanders

Innovate Change; a social enterprise dedicated to improving social connectedness, recently completed a co-design discovery process called Generations. This is a social innovation project to develop solutions that build social connectedness for older New Zealanders. This project provided an opportunity for a council policy staff and a local board member to participate in a design process and have

The insights and opportunities report relating to social isolation and loneliness of older people has just been published. Innovate Change is now seeking partners to design specific solutions to the social isolation and loneliness challenges they identified.

This work is well aligned to the Investing in Aucklanders engagement findings and the proposed approach and could be a potential pilot initiative.