

Consultation Plan

**Shore Reserve East Lease Extension
November 2018**

Introduction

The purpose of this plan is to outline the consultation approach to be undertaken to ascertain community interest in retaining the garden centre use for the land at 176-182 Shore Road, Remuera. The engagement scope of the plan includes the Ōrākei Local Board (decision maker), the public and Auckland Council departments - Parks and Community Facilities.

1.0 Background

The Shore Reserve East is located on the corner of Ōrākei Road and Shore Road in Remuera. The land is owned by the Crown but is vested in council.



An agreement between the Minister of Conservation and Auckland City Council was formed in 2005 to allow council to grant a commercial ground lease to Palmers Garden World for an initial fifteen years (15).

This term could be renewed for a further 15 years subject to council undertaking a public consultation process to ascertain whether it is in the public's interests to retain the garden centre. The agreement with the Crown states that council's decision whether to renew the lease should have regard to the outcomes of the public consultation.

Palmers Garden World (Palmers) currently has a commercial lease on Shore Reserve East which expires in 2020. This lease is managed by Panuku Development Auckland (Panuku).

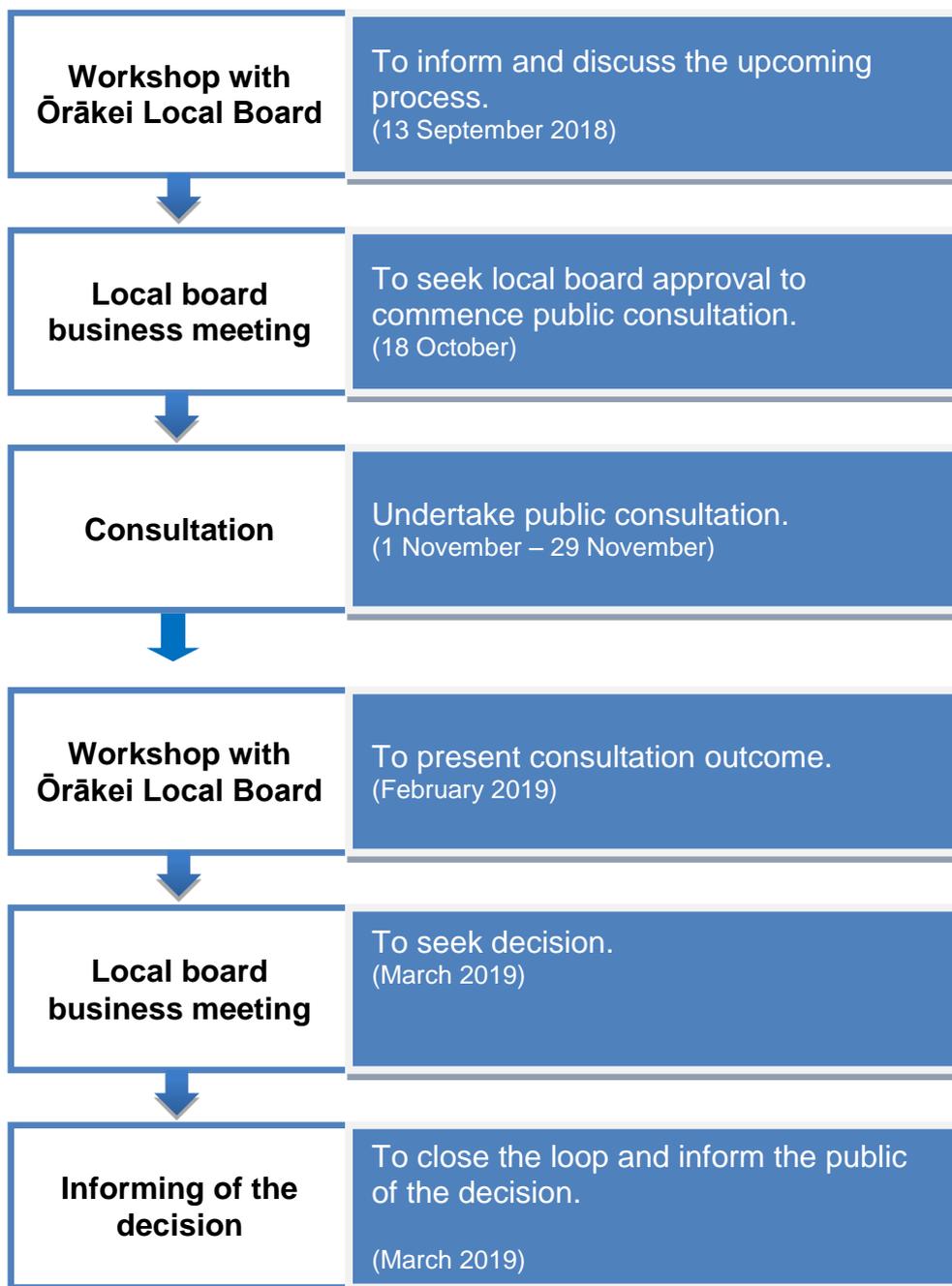
Palmers approached Panuku requesting the consultation be undertaken to complete the lease renewal process to provide more certainty of tenure to their business and allow them to enhance and improve their facilities without the uncertainty of when the lease could expire.

2.0 Consultation approach and process

2.1 Overview

This plan outlines the consultation approach to be undertaken to ascertain community interest in retaining the garden centre use. The consultation process will be undertaken in accordance with section 82 of the Local Government Act 2002. Further, Stakeholder and community input are essential to understanding community preferences and opportunities for the site and for informed and robust decision making.

Indicative dates for this process are shown in the diagram below.



2.2 Māori Engagement

Panuku has a comprehensive engagement process with mana whenua. The process and details of the consultation will be communicated with mana whenua groups. Mana whenua views will be sought and considered as appropriate.

3.0 Stakeholders

Stakeholder groups identified for engagement are shown in the table below, with a summary of engagement objectives, principles and mode for each group. For further information on engagement activities and outputs see Appendix 1.

| Stakeholder Group | Level of Engagement | Goals for Engagement | Modes of Engagement |
|--|---------------------|--|--|
| Internal | | | |
| Auckland Council | Inform Consult | To seek feedback on the process and confirm any potential future plans for the site | Email, Meetings |
| Ōrākei Local Board | Inform Consult | To inform the decision makers | Workshops, Meetings |
| Auckland council Staff working in the local board area | Inform | To jointly plan for this process | Emails, Meetings |
| External | | | |
| Mana Whenua | Inform Consult | To inform and hear the views | Letter to inform of the process and seek views Kanohi ki te konohi if required with interested groups |
| Local residents & Garden centre users | Inform & consult | <ul style="list-style-type: none"> • Inform of the process • Provide relevant information • Provide opportunity to have a say • Encourage participation in the process • Inform of decisions and outcomes | Utilise appropriate materials and activities to suit the needs of different audiences Online engagement Open day at the site Flyers Posters and information boards |
| Grammar Juniors Rugby Football Club | | | |
| Outboard Boating Club | | | |
| Parnell Cricket Club | | | |
| Shore Road Dog Walkers | | | |
| Ōrākei Basin Advisory Group | | | |
| Ōrākei Bay Village | | | |
| Remuera Residents Association | | | |
| Baradene College | | | |
| St Kentigern Boy's School | | | |
| Victoria Avenue Primary School | | | |
| Ōrākei Community Association | | | |
| Sacred Heart College | | | |
| Remuera Primary School | | | |

| Stakeholder Group | Level of Engagement | Goals for Engagement | Modes of Engagement |
|--------------------------------|---|---|--|
| Cockle Bay Primary School | Inform & consult | <ul style="list-style-type: none"> • Inform of the process • Provide information • Provide opportunity to have a say • Encourage participation in the process • Inform of decisions and outcomes | Utilise appropriate materials and activities to suit the needs of different audiences Online engagement Open day at the site Flyers Posters and information boards |
| St Thomas School | | | |
| Sunnyhills Primary School | | | |
| St Michael's Catholic School | | | |
| Kings School | | | |
| Remuera Dilworth School | | | |
| Epsom Girls Grammar | | | |
| St Heliers Community Centre | | | |
| Lollipops Kindy | | | |
| Poppies Kindy | | | |
| Orakei Kindy | | | |
| Meadowbank Kindy | | | |
| Victoria Avenue Catholic Kindy | | | |
| St Heliers Community Centre | | | |
| St Cuthbert's College | | | |
| Media | Provide the media with balanced and objective information to assist in understanding the purpose of consultation. | Briefing with local reporters if required | |

4.0 Objective and overview of the consultation

4.1.1 Objective

The overall objective of consultation is to obtain meaningful feedback from stakeholders, mana whenua and the public to ascertain the public interest in retaining the garden centre use over the land at 176 -182 Shore Road.

Activities will be undertaken to:

- inform the local community of the consultation process,
- provide balanced and objective information in a format that is appropriate to community preferences to enable meaningful participation,
- provide opportunity for input and feedback and encourage participation,
- ensure that all those interested in a potential decision are informed and able to have their say, and
- seek and facilitate the involvement of those potentially affected by or interested in a decision on the garden centre,

All feedback received will be considered with an open mind and the decision will be communicated to all participants.

4.1.2 Level of Engagement

The framework that will be used for this consultation is the Public Participation Spectrum - IAP2 (Appendix 1). This involves assessing and communicating with the community at an appropriate level throughout this process.

Inform – To provide the public with balanced and objective information to assist them in understanding the issue. Promise to the public ‘We will keep you informed’.

Consult – To obtain public feedback on analysis, alternatives and/or decisions. Promise to the public ‘We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influences the decision.’

4.1.3 Communications

The overall objective is to provide clear and comprehensive communications throughout the consultation process, which reaches all those affected by the decision to be made. To do this we have the following communications objectives:

- Raise awareness of the consultation and awareness of the opportunities to provide feedback (e.g. how and when),
- Publicly announce the decision, and
- Front-foot any media queries.

5.0 Closing the loop

Comments and views received will be reported to the local board and will also feature in a supporting consultation report.

A copy of the consultation report will be made available and will be communicated with the community to ensure we close the loop with participants.

6.0 Decision maker and project spokesperson

The Ōrākei Local Board is the appropriate decision maker. The spokesperson for this project is the local board chair

7.0 Success Measures and Evaluation

Following the completion of this consultation, an evaluation of the effectiveness of the process will be undertaken. This evaluation will include:

- Appropriateness of the consultation approach incl.: level of involvement – number of submissions/feedback forms, comments, and quality of responses
- Media coverage - did it contain key messages and was it positive neutral or negative
- Inclusivity of approach – whether feedback is received from a range of audiences, including particular demographic groups relevant to the local board area
- Satisfaction with the process and outcome – for example via short survey of key stakeholders/project team and local board interviews as well as monitoring of any comments/complaints about the process.

In addition, following the consultation the project team will note down any lessons about what worked/didn't work well, what could be done differently next time and any follow-up required.

Appendix 1: Consultation Activities

The following section sets out the consultation activities that will be undertaken to raise awareness and hear feedback from the community.

Public consultation period

| Item | Details | Date |
|-----------------------------------|--|-----------------|
| Raise awareness of the process | <p>Communications activities to inform people on how they can be involved in the process.</p> <p>Activities include:</p> <ul style="list-style-type: none"> • Local paper ad • Flyer drop • Social media channels • Our Auckland story | 20 Oct – 29 Oct |
| Online Survey | <p>Survey on Auckland Council 'Have You Say' website. The survey will seek community feedback on their preference to retain the garden centre use of the site.</p> <p>Supporting documents:</p> <ul style="list-style-type: none"> • Background information • Information about the process • | 1 Nov – 29 Nov |
| Inform mana whenua of the process | Determine an engagement process in collaboration with mana whenua | 20 Oct - 29 Oct |

Post consultation activities

| Item | Details | Date |
|-------------------------------------|--|------------|
| Local board workshop | To present consultation outcome | Feb 2019 |
| Local board business meeting | To seek local board decision | March 2019 |
| To inform people about the decision | Communicate the decision with the public | March 2019 |

Appendix 2: Public Participation Spectrum

IAP2'S PUBLIC PARTICIPATION SPECTRUM



The IAP2 Federation has developed the Spectrum to help groups define the public's role in any public participation process. The IAP2 Spectrum is quickly becoming an international standard.

| | | INCREASING IMPACT ON THE DECISION  | | | | |
|---------------------------|-----------------------|--|--|---|--|--|
| | | INFORM | CONSULT | INVOLVE | COLLABORATE | EMPOWER |
| PUBLIC PARTICIPATION GOAL | | 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. |
| | PROMISE TO THE PUBLIC | 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 seek your feedback on drafts and proposals. | 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 work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible. | We will implement what you decide. |