

Waitākere Ranges Local Board Workshop Record

Workshop record of the Waitākere Ranges Local Board held online via Microsoft Teams on Thursday, 2 February 2023, commencing at 10.30am.

PRESENT

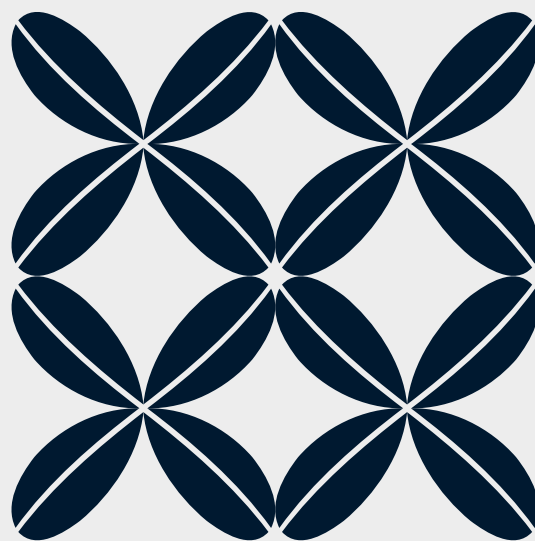
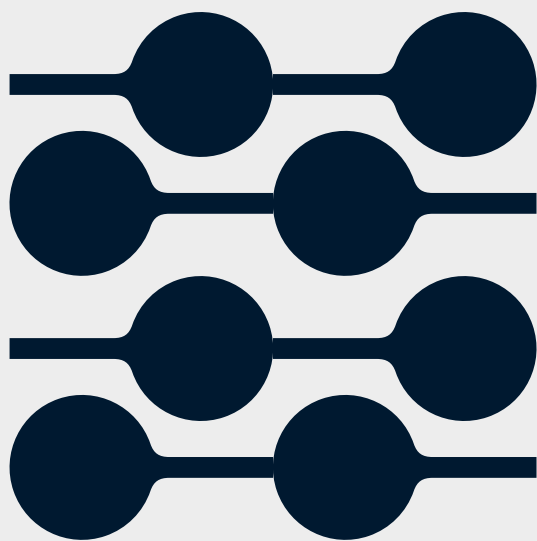
Chairperson: Greg Presland
Members: Michelle Clayton
Mark Allen
Sandra Coney
Linda Potauaine
Liz Manley

Apologies:
Also present: Adam Milina, Darshita Shah, Brett Lane, Natasha Yapp and Nataly Anchicoque

Workshop Item	Summary of Discussions
Waitākere Ranges Heritage Area Report 2023: Landscape Assessment Confidential Item Eryn Shields, Team Leader, Plans and Places Raewyn Curran, Senior Policy Planner Jess Romhay, Policy Planner Myles Anderson, Plans and Places Intern Peter Kensington, Consultant Landscape Architect 10.30am – 11.50am	Board members updated on Waitākere Ranges Heritage Area Report 2023.
Engagement opportunities - 2023 local board plan Zenovia Pappapetros, Local Board Engagement Advisor 11.50am – 12.15pm	Board members updated on activities booked for the local board plan (LBP).

<p>Local board annual budget consultation content</p> <p>Confidential Item</p> <p>Jonathan Hope - Principal Integration Specialist</p> <p>Gemma Kaldesic - Integration Specialist</p> <p>David Rose - Lead Financial Advisor</p> <p>Brett Lane - Senior Local Board Advisor</p> <p>1.00pm – 3.40pm</p>	<p>Board members updated on Local board annual budget consultation content.</p>
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The workshop concluded at 3.40pm.



**Phase One
Engagement
on the 2023
Local Board
Plan – Guide
for Members**



V 1.0, Jan 2023



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Introduction

During induction you shared with each other and local board staff what was important to you and what you wanted to focus on as a local board member for Waitākere Ranges during this three-year term.

Something almost all of you mentioned, was the importance of community and te whakawhanaungatanga | building relationships especially amongst communities we hear less from, and listening to and understanding community needs, concerns, and aspirations, to enable you to make decisions that best reflect and support your communities, as well as enabling opportunities for collaboration and participation.

Your enthusiasm to engage with community goes hand in hand with one of the key functions of the local board, which is to prepare and adopt a local board plan (LBP) that sets out the strategic direction for the Waitākere Ranges local board area (LBA) every three years *in consultation* with your communities.

Through February and March, you will have the first opportunity to hear your communities' views in person on the next LBP. This phase of engagement may be pushed to March and April, but we will continue to utilise February for engagement as well. Engagement activities will be a mix of going to our communities of interest and attending:

- an existing gathering such as a community meeting to engage on the LBP or
- a specific gathering organised with our communities of interest to engage on the LBP and
- having a pop up at a community event to engage on the LBP.

Your direct participation in this first phase of engagement will ground this process in authenticity by helping to demonstrate to community your commitment to hear from them, as well as cultivating community confidence that the next LBP will include their voice and preferences.

Ma tini ma mano ka rapa te whai*

This phase of engagement requires you to nominate to attend various engagement activities with community partners and in community, with the support of your engagement advisor and/or other local board staff.

Some feedback from previous LBP engagement identified that engagement tended to fall to a few of the same dedicated members, which led to overwhelm. And some feedback from community also noted member absence.

So, if every available member committed to attend a few engagement activities instead of leaving engagement to a few, the load will be easier (spread that aroha!) and will ensure that members are always available and present to hear from and engage with community across all engagement activities.


** Many hands make light work*

Here to help!

This guide is here to help you engage with community on the next LBP. It sets out:

- Key messages and
- Tips on engaging with community including:
 - a. effective communication

- b. managing conflict and extreme views
- c. what to keep in mind when engaging and working with communities of interest and communities.

So, are you in?  Ka rawe | awesome! Let's get started!

Key messages

Below are the key messages to convey and some pātai | questions you can ask community whilst engaging on the LBP. These include:

- Who we are and what we can and can't do as a local board
- That we want to hear from community
- What Council's financial position means for us
- Some pātai | questions you can ask community
 - NOTE: Don't worry about checking boxes when it comes to these pātai | questions. Best practice engagement focuses on the best interests of the community. So also allow people the opportunity to talk about what they want to.
- What happens next, and how community can stay involved

Who are we?

The Waitākere Ranges Local Board is the part of Auckland Council that oversees local services and council assets within the Waitākere Ranges area.

We are made up of six people who are elected locally to look after parks, libraries, community centres, events and environmental programmes and provide funding to community groups, the arts, youth initiatives and supporting our diverse communities.

What can we do as local boards?

- We make decisions around upgrades or changes to parks, such as new or improved playgrounds, sports fields, tennis courts, basketball courts, pump tracks, shade and shelter, passive recreation, barbecues, drinking fountains, public toilets, planting, stream restoration, or community gardens.
- We decide what happens in our community centres and libraries, such as opening hours, how much and what kind of programming is offered, what other services (for example, CAB and Plunket) are available, building maintenance and upgrades and making sure our facilities meet the needs of the community.
- We fund major events in the area, provide grants to community groups, work with our communities and community groups to empower and strengthen them, provide funding to local arts initiatives, and fund projects to clean up our streams and waterways.
- We fund some local transport capital projects such as new footpaths, pedestrian crossings, and walking and cycling connections.

- We can advocate on your behalf to the Mayor and Councillors (who make big decisions for the whole of Auckland) and to central government (which makes decisions for the whole country)

What can't we do as local boards?

- While we have a small budget for transport projects, we **can't** tell Auckland Transport what to do when it comes to things like bus timetables, traffic congestion, timing of roadworks, routine maintenance.
- We **can't** buy or sell land or significant assets or property. Major financial decisions like this are made by the Mayor and Councillors.
- We **can't** make decisions around consenting, zoning, licensing, or compliance. These matters are decided on a regional basis.

Why do we want to hear from you?

Every three years, communities give important feedback to their local boards about what they want to see in their local area.

Each of Auckland's 21 local boards then use this feedback to develop a three-year LBP. This plan is based on the needs, priorities, and preferences of the community and sets out how the local board will meet these needs.

Waitākere Ranges is now in the early stages of developing its new plan and we want to hear from you. But before we do, we need to address the environment Council finds itself in with regards to the significant financial pressures and budget gap it faces.

What does Council's financial position mean for us?

We want to protect activities and services in our communities as much as we can. We know they matter to you and make a real difference in community. They also contribute to a sense of pride people feel about their communities and we know when people feel a sense of pride in where they live, they are more likely to engage and participate.

We are, however, facing a large budget shortfall which means we cannot continue doing everything we do currently to the same level. Therefore, this year, our budget challenge means we may have to reduce or defer some of the activities and services we deliver as well as explore ways to deliver things differently.

Knowing what's important to you, working together, and doing things differently means that together we can continue to provide value to our communities.

We continue to share your desire to remain ambitious for our communities, whilst supporting those who need us the most. So together, let's prepare for these changes!

We want to hear from you, the users of our services and activities, on a few things:

- What services and/ or activities are important to you that we should prioritise?
- What can we do to deliver services and/ or activities in a different way to make things go further?

To help get this kōrero | conversation started, why not let us know

- Who you are and what communities you identify with
 - For example: youth, LGBTQI, disability, cyclist, park user, dog walker, grandparent, churchgoer, Māori, Chinese, Islamic, Samoan
- Where in the Waitākere Ranges do you live, work (if you work locally) and play?
- What do you like about the areas where you live or spend time in, in the Waitākere Ranges and how and when do you use Council services?
 - For example: it might be parks, other green spaces, community facilities
- What do you want to see more (or less) of?
 - For example: it might be environmental programmes, urban planning, town centre regeneration, arts, culture, events
- What things are not so good, and need improving? (noting we can't fix things like public transport, or traffic congestion)
 - For example:
 - What would enable more families to leave their whare | homes and connect meaningfully with the people and places around them in the Waitākere Ranges?
 - What would help make it possible for more tamariki | young children to play, learn and develop in the Waitākere Ranges?
 - What programmes would help inspire our rangatahi | young people to develop in the Waitākere Ranges?
 - What would help you to live more sustainably?
- What could we do differently?
 - For example:
 - Should we partner with local businesses?
 - Should we change the way we fund programmes?
 - Should we run events with neighbouring local board areas?
 - How could we consolidate services without compromising use?

What happens next, and how can you stay involved

We are running this early engagement up until the end of March. After that our staff will write a draft plan based on the feedback we have received. This draft will go out to formal public consultation (written and verbal submissions) sometime between June and July. The formal consultation will be widely publicised, and we hope that you will make a submission and encourage your friends, colleagues, and neighbours to do so too. The feedback we receive from the formal consultation will help finalise the plan. We will then feed back to you about the process as well as launch the plan sometime between October and November.

Tips on engaging community

Effective communication

The following table provides a snapshot of some useful communication techniques:

Skill	What you need to do	How
Empathy	People respond as though they have been heard when you show that you know how they feel, that you are aware of what concerns them	Identify the emotion that seems apparent in the speaker's voice and comments, eg "it sounds like you feel that your concerns are being ignored"
Drawing people out	Helps people to clarify and refine their ideas. Useful when speaker is thinking out loud or when listeners are not clear. It validates the contribution of the speaker.	Use after paraphrasing. You might say, "Can you give me an example of what you mean?" Can simply use gestures to prompt people to elaborate.
Mirroring	Captures people's exact words. Some need to hear back their exact words to feel heard. Useful when brainstorming – good for suspending judgment and affirming people. Builds trust.	Paraphrase with a mellowed tone. Remain warm and accepting. Use their words not yours. Very important when using flip chart – NEVER use your own words because you think they are superior. If statements are too long to record, ask for a headline or summary phrase from speaker before recording.
Gathering ideas	When you want to build a list of ideas quickly. Use with mirroring and help people into the groove of using 3 to 5 words only.	Concise statements of task (eg for the next ten minutes please call out the pro's and con's for this option. We'll build both lists at the same time") Encourage group to suspend judgment or comment. No idea assassinations Use body language and brisk actions to maintain all viewpoints

Source: Advanced CE Masterclass, Twyford M

Managing conflict and extreme views

Communities and individuals have diverse and sometimes extreme views. The way that people act and use language reflects their system of values, beliefs, and principles, and what they know to be true. It is also a way to reinforce individual or social identity. Below is some guidance to consider when engaging:

- Pre-plan your engagement, including thinking through the various scenarios and possible group dynamics you may face
- Aim for a reasoned discussion and not arguments
- Have a set of ground rules at the outset of the engagement and be prepared to apply them
- Ensure confidentiality is maintained throughout the process
- Use flip charts (butcher's paper) to record issues, then follow these up
 - Flip charts and other materials will be provided by staff
- Try to limit inputs from outspoken people and seek the inputs of others to give equal time
- Provide opportunities that help build community and individual capacity to engage with you
- Utilise other participants to alleviate adverse views by asking the group: 'What do you think about the views of x?'

- Consider learning basic greetings in different languages
- If you speak languages other than English or know sign language, and this language is represented in the group, utilise this skill
- Turn to community leaders within the group for their guidance or support.

Challenging extreme views

One way to deal with extreme views is by being constructive and non-aggressive.

Do:

- Challenge views that are provocative and manipulative
- Try to get to the heart of why people hold a certain view
- Counter unsound beliefs and false perceptions with facts
- Counter negative comments with a positive statement
- Tell people that offensive and abusive language will not be tolerated
- Ask participants if they understand how their language and views can offend others

Do not

- Agree with extreme views as this can reinforce negative attitudes

Engaging and working with communities generally as well as communities of interest

Let's start with some general tips for engagement with communities, groups, and individuals.

Try to:

- Learn about the communities, groups, and individuals and their issues when engaging
 - Your engagement advisor will also provide you with some information about communities and, where recorded, any feedback given on previous LBPs
- Accept that different cultures have different values and behaviours
- Give people your name
- Take people seriously
- Communicate and give information in appropriate ways
- Listen and use eye contact, acknowledge that you understand what people are saying by using positive gestures
- Let people get things off their chest and then repeat key points to them
- Ask them what they want as an outcome
- Have all the facts ready
- Be aware of your own body language (non-verbal) because how we appear can send an instant message to people
- Record incidents and take good records

- Staff will assist with taking notes during engagement activities
- Be assertive by asking people to refrain from offensive or abusive language

Try not to:

- Take comments and criticisms personally
- Be disrespectful (not listening, talking over people, being discourteous)
- React angrily or defensively and rise to the ‘bait’, even if this is how you are being treated
- Be alone with an aggressive person

Do not:

- Deliberately give people inaccurate information to fob them off
- Bluff! If you do not know the answer, say so and give a commitment to find out and respond later

Remember:

- At all times when dealing with stakeholders, stay safe and secure
- Stick to the facts
- Keep good records
- Get to know your communities and individuals and groups and their issues, past and present. This will help you to understand and respond to any likely contentious situations

Below are some tips to consider when engaging with communities of interest.

Engagement with Māori

- Safe
 - Cultural safety
 - Physical and emotional security
 - LGBTQIA+ safety
- Respectful
 - Respect Māori as Tangata Whenua
 - Understand and support Tikanga, kawa, and te reo Māori
- Valued
 - Value Te Ao Māori and how it strengthens our communities
 - Validate and value mātauranga Māori
- Inclusive
 - Opportunities for all and for those traditionally underserved
 - Think diversity within Māori identities and the expression of Māoritanga
 - Be culturally aware
 - Understand racial equity and institutional racism

- Accessible
 - Think whānau, hapū, iwi
 - Preference for kanohi ki te kanohi (face to face)
 - Think about messaging, language, tech, mobility, venues, where people are, interpreters, timing, manaakitanga

Engagement with youth

- Safe
 - Physical, cultural, and emotional security
 - LGBTQIA+ safety
- Respectful
 - Respect youth as contributors, co-builders, innovators, leaders, and knowledge-holders
- Valued
 - Value youth capacities and contributions, their perspectives, and experiences
 - Encourage free expression of views and ideas
- Inclusive
 - Opportunities for all and for those traditionally underserved
 - Think diversity
 - Be culturally aware
- Accessible
 - Age-appropriate information
 - Age-appropriate venues
 - Think about tech, mobility, venues, where people are, interpreters, timing, manaakitanga

Engagement with older people

- Safe
 - Physical, cultural, and emotional security
 - LGBTQIA+
- Respectful
 - Older people bring a wealth of knowledge, life experience and insights
- Valued
 - Learn from the experience of change agents
 - Encourage free expression of needs and ideas
- Inclusive
 - Opportunities for all and for those traditionally underserved
 - Think diversity

- Be culturally aware
- Accessible
 - Age-appropriate information
 - Age-appropriate venues
 - Think about tech, mobility, venues, where people are, interpreters, timing, manaakitanga

Engagement with pacific communities

- Safe
 - Physical, cultural, and emotional security
 - LGBTQIA+
- Respectful
 - Wealth of knowledge, life experience and insights
 - Follow protocols, uphold spirituality
 - Reciprocity and respect for one another
- Valued
 - Learn from the strength of collectivism and kinship
 - Encourage talanoa an exchange of ideas and thinking, storytelling
- Inclusive
 - Opportunities for all and for those traditionally underserved
 - Think family
 - Think community including churches and community leaders
 - Be culturally aware
 - Think diversity among pacific communities
- Accessible
 - Think about language, tech, mobility, venues, where people are, interpreters, timing, manaakitanga
 - Preference for face to face

Engagement with multicultural communities

- Safe
 - Physical, cultural, and emotional security
 - LGBTQIA+
- Respectful
 - Wealth of knowledge, life experience, skills, and perspectives
 - Respect for the differences

- Valued
 - Value their knowledge, experience, and new ways of thinking
 - Value what cultures have to offer
 - Encourage free expression of needs and ideas and intercultural dialogue
 - Encourage the contribution of diverse groups
- Inclusive
 - Opportunities for all and for those traditionally underserved
 - Think diversity among communities, languages, cultural expressions
 - Be culturally aware
 - Think community, including community champions
- Accessible
 - Opportunities for all and for those traditionally underserved
 - Think about language, tech, mobility, venues, where people are, interpreters, timing, manaakitanga
 - Preference for face to face

