

## 4. Engagement Coordination Plan

### Introduction

This piece establishes what engagement is necessary and feasible in the lead up to the next LTCCP, how you plan to engage on issues (for example will you engage as part of a separate levels of service review), and rationalises engagement to the time and resource available. This piece stems from the virtue plan your plan but also helps you manage the right debate.

### Why is coordination of engagement important?

At any time, both your local authority and other agencies will probably engage with the community on multiple issues. Coordinating your consultation makes the processes easier to manage, avoids possible duplication, and makes responding easier for your community.

### How does this coordination relate to the legislation?

The main legislative provisions are in sections 76 to 82. The challenge is to ensure the statutory obligations are complied with, in a way consistent with the principles of consultation, while coordinating efforts for best result. Engagement is an input into your consideration of options.

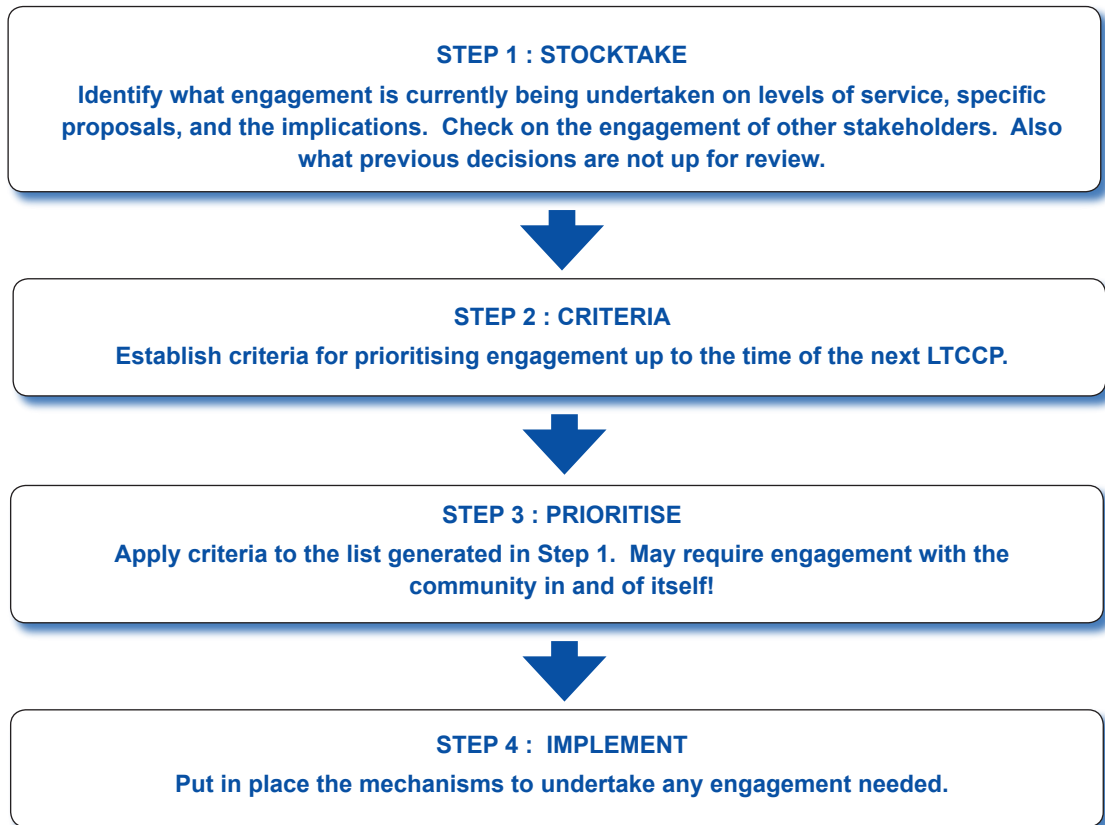
### What comprises a engagement coordination plan?

The coordination plan focuses on engagement related to levels of service and to specific proposals which may or may not proceed into the next LTCCP. The plan needs to be closely aligned to the levels of service work.

The steps in the process are shown in the diagram overleaf.

The criteria for prioritising your engagement in step 2 could include consideration of questions such as:

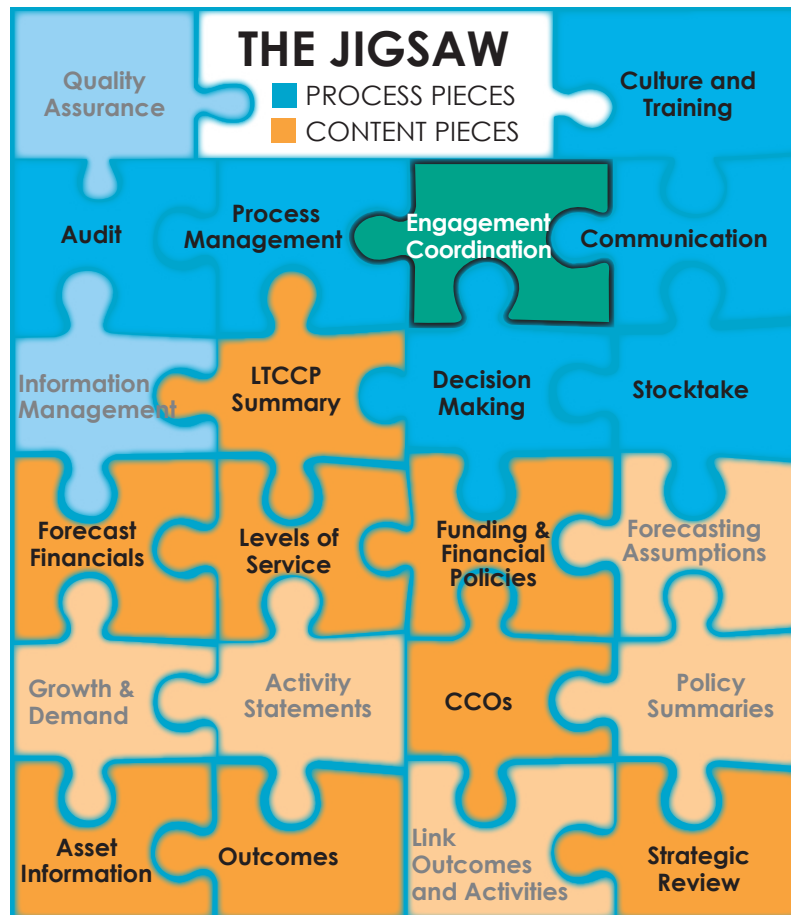
- how significant is the proposal?
- what is the likely public interest?
- is there a way to get better community input than formal consultation?
- does it affect a wide range of people?
- is this a significant decision in relation to land or bodies of water?
- have you considered how Maori could contribute?
- what consultation has previously been carried out?
- what methods are effective?
- what exactly is the issue, decision or matter you are going to consult on?
- is there already a firm mandate to proceed without further consultation?
- what information do you have about community views and stakeholder interests?
- is there scope for coordination with external agencies?



### Who is responsible for preparing the coordination plan?

This will be spelt out in the comprehensive project plan but should involve the communication personnel, and activity managers.

## What other processes are closely linked to the coordination plan?



## What were the weaknesses with engagement during the 2006 LTCCP processes?

There was a lack of forethought on what engagement was necessary and desirable.

There was a lack of clarity of how engagement and the results of engagement flow through to the LTCCP.

Statutory minima were treated by some as all they should do.

There was a lack of coordination with other agencies may have led to stakeholder burden, or even being consulted twice on a similar issue.

Lack of a consultation policy.

## What industry good practice is available?

Local Government New Zealand et al, (2003), *The Knowhow Guide to Decision-Making*.

NAMS (2007), *Developing Levels of Service and Performance Measures*, – a useful Guide to various consultation techniques, and coordinating consultation (including making the most of your existing stock of information on community views).

Office of the Auditor-General (2007), *Turning Principles into Action: Decision-Making and Consultation Under the Local Government Act 2002*.