

[REDACTED]

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Dear [REDACTED]

Request for Information – Local Government Official Information and Meetings Act 1987

We refer to your official information request dated 2 March 2021 for information regarding the co-design process for a Hutt City Zero Carbon Plan.

The information you have requested has been provided. Please find enclosed a table containing a list of documents and meeting references. You will receive two emails, one with documents 1-6, and another with documents 7-14.

Please note some pictures and names have been redacted under 7(2)(a) of the LGOIMA protect the privacy of natural persons. Some commercially sensitive information has been redacted under 7(2)(h) of the LGOIMA to protect commercial activities.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this letter (with your personal details removed) may be published on the Council's website.

Yours sincerely

Jörn Scherzer
Sustainability & Resilience Manager, Sustainability and Resilience
Hutt City Council

Appendix 1: Table of documents and meetings

Item #	Date	Document reference	Meeting Purpose	Outputs	CHQ Input	HCC	Notes
1	8/11/2019	1) Excerpt from initial proposal from Creative HQ 8 November 2019 Please note this document is an excerpt as it is the information relevant		Initial CHQ proposal post 6 th November meeting [JS, DB] with CHQ	Stefan Korn, CEO	David Burt [Senior Advisor, Sustainability and Resilience] and/or Jörn Scherzer [Manager Sustainability and Resilience]	
2	29/11/2019	2) Hutt City Council - Co-Design - Proposal - 05Dec19 – OIA		Phase 1 Contract with CHQ Ltd	Amelia Devine, Acting CE		Estimated completion date July 2020
3	December 2019 – August 2020	3.1) HCC_Co-Design_Charter 3.2) HCC_Co-Design_Design Log	Series of meetings and calls held to discuss the potential attributes for consideration in Lead Group members including mana whenua partners and the formation of the final Lead Group	Draft Co-Design Charter Design Log Framework to assess suitability of Lead Group members Meetings with potential Lead Group members Long list of Lead group Members created Workshopped with HCC to create short-list of Lead Group members	Brett Calton [Senior Innovation Specialist] and/or Ceara McAuliffe Bickerton [Senior Innovation Specialist]		Meetings also held with potential Lead Group members, this process being majorly impacted by both the Covid 19 incursion and its aftermath

				Contributed to the engagement process for mana whenua partners			
4	9/9/2020	4) Hutt City Council – Co-Design Phase 2 - Countersigned 09Sep20 – OIA		Phase 2 Contract with CHQ Ltd	Catherine Jones CE		Estimated completion date revised to April 2021
5	22/9/2020	5) Briefing to CLT re climate change co-design engagement 220920	Briefing to HCC Leadership Team	Briefing Paper	Brett Holland [GM Innovation Services] Ceara McAuliffe Bickerton	Included: Helen Oram [Director Environment & Sustainability] and Jo Miller [Chief Executive]	Estimated completion date revised to June 2021
6	4/11/2020	6) Copy of HCC CC Co-Design Lead Group Workshop 1 - Design Log V1.1	Phase 2: 1 st Lead Group meeting	Design Log	Brett Holland Ceara McAuliffe Bickerton Kylie Hathaway [Senior Innovation Specialist]	DB, HO (Lead Group Member)	Estimated completion date revised to July 2021
7	14/12/2020	7) Community engagement highlights AP and ID 14 Dec 2020 presentation	Phase 2: Information session for Lead Group members	Summary of presentations	Brett Holland	DB	
8	22/12/2020	8) HCC LG Terms of Reference uploaded to Kiteworks 221220	Terms of Reference for Lead Group members sent out	ToR document sent out to Lead Group via “Kiteworks”	Brett Holland	DB	
9	13/01/2021	9) Community engagement project	Meeting to discuss		Brett Holland	DB JS	

		meeting 13 January 2021	communications for upcoming Phase3 project work			HO Stephen Beckett [Head of Comms and Marketing] Thomas Thompson [Senior Communications]	
10	29/01/2021	10) Copy of 2021-01-29 v1.0 HCC CC Co-Design Lead Group Workshop 2- Design Log V1.1.pptx	Phase2: 2 nd Lead Group meeting	Design Log	Brett Holland Kylie Hathaway Alessandra Orsi [Digital Marketing Specialist]	DB TT HO	
11	5/02/2021	11) Community engagement project meeting 5th February 2021	Meeting to discuss potential constraints around Phase 3 work		Brett Holland Kylie Hathaway	DB JS	
12	12/02/2021	12) Copy of 2021-02-12 Design Log - HCC CC LG Wksp 3.pptx	Phase 2: 3 rd Lead Group meeting	Design Log	Brett Holland Kylie Hathaway	DB HO	
13	22/02/2021	13) Community engagement project meeting 22 February					
14	26/02/2021	14) Copy of 2021-02-26 - Design Log v5 - HCC CC LG Wksp 4 .pptx	Phase 2: 4 th Lead Group meeting	Design Log	Brett Holland Kylie Hathaway	DB HO	Placed work in strategic (2- 3 year) context Planned work to include an initial targeted engagement phase to inform the development of a draft organisational



Hutt City Council

CLIMATE CHANGE CO-DESIGN PROPOSAL

08 / 11 / 2019

Hutt City Council

30 Laings Road
Lower Hutt 5040
New Zealand

Our understanding of your context

We understand from our conversation on Wednesday 6th November that Hutt City Council (HCC) are interested in exploring a new approach for community engagement as part of the HCC's work to adapt to Climate Change impacts in your region.

Discussing the effects of Climate Change on our communities is a highly complex topic with a broad spectrum of opinions, value sets, interests and potential actions. Outcomes of these discussions are likely going to have far reaching and significant implications for current communities as well as future generations living in our region.

As such, a structured "co-design" process, executed with experience and integrity, offers excellent opportunities for local government to demonstrate a participatory approach to handle complex, multi-stakeholder issues whilst also delivering on its obligations under the Resource Management Act and other relevant legislation. HCC has a desire to trial a co-design and co-development

approach to create potential options for the region's response to adverse effects of Climate Change that are expected to impact parts of the region over the next 100 years.

Co-Design

In recent years co-design has become a popular new alternative to traditional workshop, consultation and service design in the public sector. The general principles of co-design can be traced back to participatory design techniques developed in Scandinavia in the 1970s and have since evolved to the contemporary practice of co-design with a range of proven methodologies available to guide a structured collaborative design process. Co-Design is fundamentally different to traditional consultation (in public sector contexts) because it focuses on building and deepening equal collaboration between citizens affected by a particular challenge. A strongly held belief of co-design is that users are 'experts' of their own experience and should be central to the design process. A highly functional co-design process is enabled through the crucial role of experienced engagement design and facilitation. Appendix 2 provides more information about "Co-Design" as a new approach and practice.

Background - Creative HQ and Co-Design

Over the last 16 years Creative HQ has been a leading force in developing the innovation ecosystem in New Zealand through structured innovation programmes, customer-centric solution development, co-design and collaborative problem solving. We believe that a structured co-design and co-creation process provides an ideal fit for the challenges presented by this complex problem.

Our approach is based on three core beliefs:

- Co-Design at all levels: the community engagement should be co-developed through participatory design with key stakeholders bringing a broad spectrum of perspectives from Iwi, whānau, communities, organisations, special interest groups in the Hutt as well as the general public.
- Content and experience: the success of the engagements will rely on two distinct but complementary aspects of any meaningful co-design event; the ability to enable deep and rich dialogue between participants, and the ability to create a holistic participant experience that makes every session and interaction at the workshops easy, enjoyable and memorable.
- Structure and flexibility: the complexity and importance of discussing impacts of Climate Change on our region will require robust pre-planning and impeccable execution. As such it is important to design the engagements using a proven framework but with a high degree of

flexibility to accommodate specific requirements to make the engagements as inclusive, accessible and meaningful as possible.

Using our proven processes and highly experienced teams we have successfully delivered many co-design engagements and events with these types of challenges in the past; both in New Zealand and overseas. Our mix of M.G. Taylor's co-design methodology, human-centered design and Design Thinking enables a new engagement model that is based on authenticity, inclusiveness, integrity and transparency.

This upfront investment in participatory processes to create the right conditions for the right type of dialogue will significantly increase support for what we expect will become a large-scale mindset shift concerning the reality of Climate Change and its impending impact on your region.

Proposed approach

We recommend a structured approach in four main phases: (1) set-up and pre-design; (2) engagement co-design and preparation; (3) engagement delivery and facilitation; and (4) debrief, post-production and road mapping. Based on our experience with similar initiatives the respective phases include:

- 1. Set-up and pre-design:** to ensure community buy-in and acceptance of the process, the co-design process has to start right from the beginning. In the true spirit of co-design, all co-design partners need to be involved right from the start and it is crucially important to identify and speak to all relevant parties who should be involved in the co-design of community engagements before the actual co-design work begins.

As part of this phase CHQ will work with HCC to create a long list of individuals, stakeholders and third parties who should be involved in the set-up of a "Lead Group" which provides direction and guidance for the co-design process. The Lead Group should be as inclusive and diverse as possible to reflect the make-up of communities in the Hutt. This phase also includes an education and information process for key stakeholders and decision makers within the council to ensure there is broad support for the proposed approach.

- 2. Engagement design and preparation:** this phase contains three key elements; Lead Group management, engagement planning, and stakeholder engagement. During this phase the actual design for the community engagements will be developed using a co-design process with the Lead Group. The aim is to create a meaningful and inclusive engagement experience for participants that delivers the desired outcomes.

3. **Engagement delivery:** this phase refers to the actual “community co-design” using a series of engagement workshops. To ensure the actual engagements are delivered in line with the key principles of co-design and achieve your desired outcomes, deliberate facilitation by experienced facilitators is required. Our model includes delivery of engagements by CHQ’s experienced facilitators (or training of local facilitators who run the individual engagement sessions following a “train the trainer” workshop with CHQ).
4. **Debrief and post engagement activities:** it is important to recognise that the overall initiative does not finish with the successful delivery of the engagement. For HCC to get full value out of the proposed community engagement, the debrief and post engagement phase covers the design and creation of artefacts needed by HCC to take the outcomes of the community co-design process forward. It also includes debrief sessions with all key stakeholders to reflect on the engagement, and to uncover valuable insights that will help to inform the next phases.

At the heart of all co-design engagements is a series of workshops where groups of participants come together to discuss the subject matter and complete a series of structured tasks. The design of these engagement workshops is deliberate and sophisticated - every aspect of the workshops is carefully curated and prepared to allow for conversations to be meaningful and lead to a desired outcome.

To ensure the co-design workshops can achieve these outcomes, the design of the workshops will be created through a co-design process with the Lead Group.

The sequence of the overall co-design process for the proposed project unfolds as follows:

Phase	Activity	Key Output
Phase 1	HCC and CHQ work collaboratively to identify a long list of members of the Lead Group and establish the Lead Group (one or more HCC staff will be part of the Lead Group)	Lead Group established.
Phase 2	CHQ take the Lead Group through a structured process and framework to design the	Engagement design complete and agreed, workshops prepared.

	community co-design workshops.	
Phase 3	Experienced facilitators / CHQ deliver the community co-design workshops.	Co-created response to the challenges faced by the impact of Climate Change on our region.
Phase 4	Based on the output of the community co-design workshops, HCC and CHQ work collaboratively on creating a number of meaningful artefacts required by the Council to progress this initiative.	Co-Design outcome achieved, stakeholders debriefed and required artefacts created.

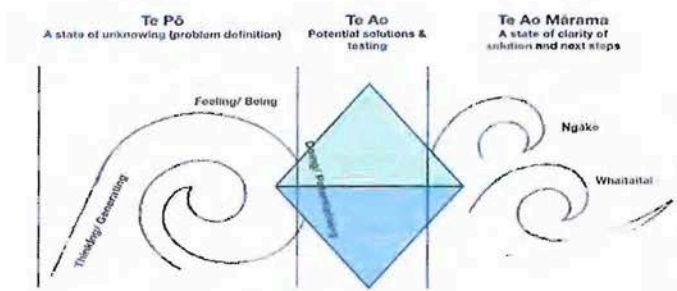
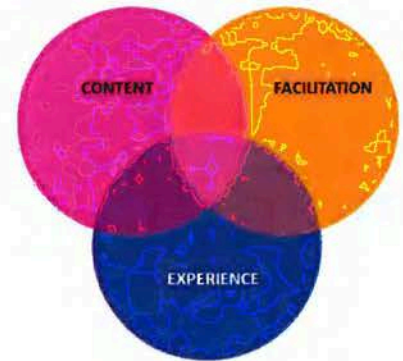
Given that co-design is a new approach for HCC and it needs to fit within HCC's given authorising and control environments, we have included the potential for an "off ramp" after Phase 1. Therefore if there is a collective view among the project team or senior decision makers within HCC that, on this occasion, co-design is not a suitable approach, the phased structure allows for CHQ to switch to a more traditional approach after completion of Phase 1 with minimal exposure to any additional cost or effort.

The following provides an overview of the phases with a potential timeline:



Engagement design process with the Lead Group

A crucial element of every co-design process is the design of the engagement workshops. We use a proven and established method for this process which has been around for over 30 years - the M.G. Taylor methodology for collaborative problem solving. The process is iterative and emergent, and focuses on the three key components of any workshop or event: (A) Participant experience, (B) Content, (C) Facilitation. Exact details for each of these components will be co-created with the Lead Group using the M.G. Taylor engagement design process.



Over the last 12 months, Creative HQ has also worked with Te Tech Tribe (Taranaki Whānui) and Aatea Consultants on the “Tōkihi framework” which aims to combine contemporary innovation tools and methodologies with Te Ati Awa te Whanganui a tara’s tribal narrative and knowledge for the purpose of enabling

inclusive and multi-cultural community engagements. We believe the Tōkihi Framework provides an excellent complement to the M.G. Taylor methodology for creating a community workshop design that reflects the preferences, values and narrative of manawhenua in our region to engage in a meaningful discussion on a complex issue.

Benefits of the proposed approach

Based on similar initiatives, we have observed the following benefits of the co-design approach and in particular the key benefits of working with Creative HQ’s experienced co-design and facilitation team:

- Genuine and inclusive engagement with the people in our region in a respectful and meaningful way that leaves participants feeling good about the process and the potential for well-informed next steps;

- De-escalation of potential “hot topics” when discussing complex issues by deliberately inviting and facilitating all forms of contributions in a spirit of curiosity, respect and care;
- Establishing a long-term oriented mindset among participants in community co-design workshops and acknowledgment of the historic importance of this undertaking, both in terms of the level of ambition and ways of tackling it.;
- Significantly higher community buy-in and ownership of collaborative action compared to other engagement approaches; and
- Reduced risk for HCC by adopting a more facilitative role and shared responsibility for voicing preferences of communities in relation to a complex issue.

Outputs and outcomes

The purpose of any co-design process is to provide a collaborative but structured and goal-oriented approach that creates specific outputs and delivers desired outcomes. Details of the specific outputs and outcomes will be agreed with HCC as part of Phase 1, but based on previous initiatives, the following table provides an overview of typical key deliverables created:

Deliverable	Description	Format	Completion
Lead Group long list / short list	Result of the stakeholder identification process with details of key individuals and organisations that must be involved and recommendations for inclusion in the Lead Group.	MS Word / Powerpoint document.	At the end of Phase 1.
Project Charter	Summary of approach, key design principles, constraints, pre-existing conditions and work done to date, legislative frameworks, work plan, project roles and responsibilities, risks and issues, and overall project governance.	MS Word / Powerpoint document.	During Phase 2 after the kick off meeting with the Lead Group.
Design Log	An evolving document, iterated after each Lead Group meeting, to reflect the emerging engagement design.	Powerpoint document.	During Phase 2 after each Lead Group meeting.
Engagement Design	Detailed design documentation that describes how each community engagement workshop is run and delivered.	MS Word and Excel documents.	At the end of Phase 2.

Community Co-Design deliverables	These are created and agreed during the engagement design process with the Lead Group. Usually these deliverables include an engagement summary, photo gallery (or videos) of the community co-design workshops, community murals / mementos, visual representation of community preferences, return on experience summary.	Various formats.	At the end of Phase 4.
Council artefacts	These are created agreed during the pre-design process. Usually these artefacts include a formal report on the co-design process, board paper or project brief for further consideration by the Council	Word document	At the end of Phase 4

Typical outcomes of a successful co-design process include:

- Engaged communities in our region who are curious, active and aware on Climate Change impacts on your region;
- Manawhenua who feel heard and see their input reflected in the Council's way forward on the challenges represented by Climate Change; and
- Co-Designed and co-created outputs from the engagement workshops which meaningfully document the preferences of communities in your region in relation to Climate Change impacts and can be used as the basis for further decision making and next steps.

Duration and Proposed Timing

Given the nature of this approach and the proposed "off ramp" option at the end of Phase 1 we have only include efforts and pricing for the initial pre-design and set-up phase. However our understanding is that the Council has signed off on an overall budget of \$200,000 for the entire engagement process which is realistic for the overall delivery of a co-design approach. Subsequent phases will be sized in collaboration with the Council using constraints and previous experience to set individual budgets per phase.



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Discussing the effects of both of these topics and their impact on our communities is a highly complex topic with a broad spectrum of opinions, value sets, interests and potential actions.

Outcomes of these discussions are likely going to have far reaching and significant implications for current communities as well as future generations living in our region.

As such, a structured "co-design" process, executed with experience and integrity, offers excellent opportunities for local government to demonstrate a participatory approach to handle complex, multi-stakeholder issues whilst also delivering on its obligations under the Resource Management Act and other relevant legislation. HCC has a desire to trial a co-design and co-development approach to create potential options for the region's response to both challenges – Climate Change impacts and transition to Carbon Zero – with a horizon for changes in the region over the next 100 years.

Co-Design

In recent years co-design has become a popular new alternative to traditional workshop, consultation and service design in the public sector. The general principles of co-design can be traced back to participatory design techniques developed in Scandinavia in the 1970s and have since evolved to the contemporary practice of co-design with a range of proven methodologies available to guide a structured collaborative design process. Co-Design is fundamentally different to traditional consultation (in public sector contexts) because it focuses on building and deepening equal collaboration between citizens affected by a particular challenge. A strongly held belief of co-design is that users are 'experts' of their own experience and should be central to the design process. A highly functional co-design process is enabled through the crucial role of experienced engagement design and facilitation. Appendix 2 provides more information about "Co-Design" as a new approach and practice.

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- Structure and flexibility: the complexity and importance of discussing impacts of Climate Change / Carbon Neutrality on our region will require robust pre-planning and impeccable execution. As such it is important to design the engagements using a proven framework but with a high degree

of flexibility to accommodate specific requirements to make the engagements as inclusive, accessible and meaningful as possible.

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This upfront investment in participatory processes to create the right conditions for the right type of dialogue will significantly increase support for what we expect will become a large-scale mindset shift concerning the reality of Climate Change and a move to a carbon neutral economy in our region.

Proposed approach

We recommend a structured approach in four main phases: (1) set-up and pre-design; (2) engagement co-design and preparation; (3) engagement delivery and facilitation; and (4) debrief, post-production and road mapping. Based on our experience with similar initiatives the respective phases include:

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As part of this phase CHQ will work with HCC to create a long list of individuals, stakeholders and third parties who should be involved in the set-up of a "Lead Group" which provides direction and guidance for the co-design process. The Lead Group should be as inclusive and diverse as possible to reflect the make-up of communities in the Hutt. This phase also includes an education and information process for key stakeholders and decision makers within the council to ensure there is broad support for the proposed approach.

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Lead Group. The aim is to create a meaningful and inclusive engagement experience for participants that delivers the desired outcomes.

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At the heart of all co-design engagements is a series of workshops where groups of participants come together to discuss the subject matter and complete a series of structured tasks. The design of these engagement workshops is deliberate and sophisticated - every aspect of the workshops is carefully curated and prepared to allow for conversations to be meaningful and lead to a desired outcome.

To ensure the co-design workshops can achieve these outcomes, the design of the workshops will be created through a co-design process with the Lead Group.

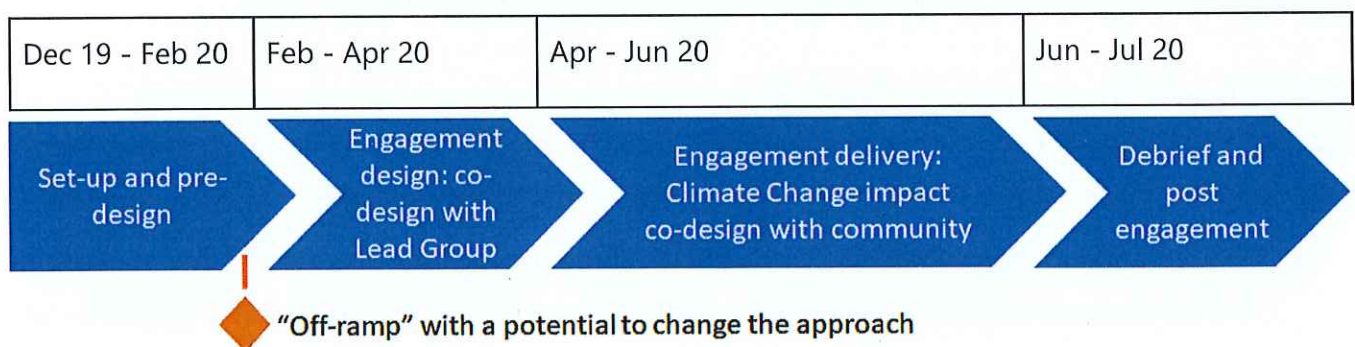
The sequence of the overall co-design process for the proposed project unfolds as follows:

Phase	Activity	Key Output
Phase 1	HCC and CHQ work collaboratively to identify a long list of members of the Lead Group and establish the Lead Group (one or more HCC staff will be part of the Lead Group)	Lead Group established. Decision on pursuing Climate Change impact and Carbon Zero transition as one or as separate engagements.

Phase 2	CHQ take the Lead Group through a structured process and framework to design the community co-design workshops.	Engagement design complete and agreed, workshops prepared.
Phase 3	Experienced facilitators / CHQ deliver the community co-design workshops.	Co-created response to the challenges faced by the impact of Climate Change / Carbon Zero on our region.
Phase 4	Based on the output of the community co-design workshops, HCC and CHQ work collaboratively on creating a number of meaningful artefacts required by the Council to progress this initiative.	Co-Design outcome achieved, stakeholders debriefed and required artefacts created.

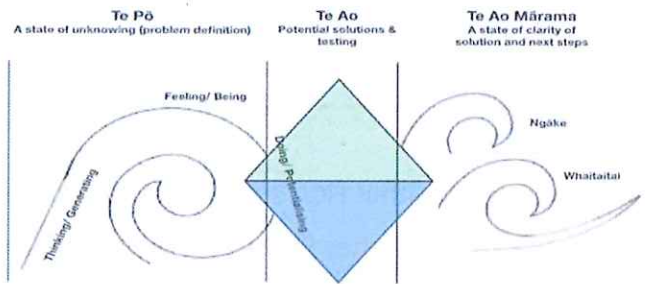
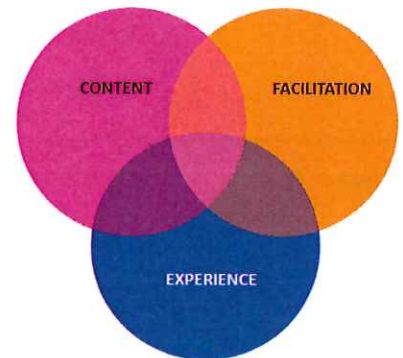
Given that co-design is a new approach for HCC and it needs to fit within HCC’s given authorising and control environments, we have included the potential for an “off ramp” after Phase 1. Therefore if there is a collective view among the project team or senior decision makers within HCC that, on this occasion, co-design is not a suitable approach, the phased structure allows for CHQ to switch to a more traditional approach after completion of Phase 1 with minimal exposure to any additional cost or effort.

The following provides an indicative overview of the phases with a potential timeline:



Engagement design process with the Lead Group

A crucial element of every co-design process is the design of the engagement workshops. We use a proven and established method for this process which has been around for over 30 years - the M.G. Taylor methodology for collaborative problem solving. The process is iterative and emergent, and focuses on the three key components of any workshop or event: (A) Participant experience, (B) Content, (C) Facilitation. Exact details for each of these components will be co-created with the Lead Group using the M.G. Taylor engagement design process.



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knowledge for the purpose of enabling inclusive and multi-cultural community engagements. We believe the Tōkihi Framework provides an excellent complement to the M.G. Taylor methodology for creating a community workshop design that reflects the preferences, values and narrative of manawhenua in our region to engage in a meaningful discussion on a complex issue.

Benefits of the proposed approach

Based on similar initiatives, we have observed the following benefits of the co-design approach and in particular the key benefits of working with Creative HQ’s experienced co-design and facilitation team:

- Genuine and inclusive engagement with the people in our region in a respectful and meaningful way that leaves participants feeling good about the process and the potential for well-informed next steps;
- De-escalation of potential “hot topics” when discussing complex issues by deliberately inviting and facilitating all forms of contributions in a spirit of curiosity, respect and care;

- Establishing a long-term oriented mindset among participants in community co-design workshops and acknowledgment of the historic importance of this undertaking, both in terms of the level of ambition and ways of tackling it;
- Significantly higher community buy-in and ownership of collaborative action compared to other engagement approaches; and
- Reduced risk for HCC by adopting a more facilitative role and shared responsibility for voicing preferences of communities in relation to a complex issue.

Outputs and outcomes

The purpose of any co-design process is to provide a collaborative but structured and goal-oriented approach that creates specific outputs and delivers desired outcomes. Details of the specific outputs and outcomes will be agreed with HCC as part of Phase 1, but based on previous initiatives, the following table provides an overview of typical key deliverables created:

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Design Log	An evolving document, iterated after each Lead Group meeting, to reflect the emerging engagement design.	Powerpoint document.	During Phase 2 after each Lead Group meeting.
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Council artefacts	These are agreed during the pre-design process. Usually these artefacts include a formal report on the co-design process, board paper or project brief for further consideration by the Council	Word document	At the end of Phase 4

Typical outcomes of a successful co-design process include:

- Engaged communities in our region who are curious, active and aware on Climate Change impacts and a move to Carbon Zero in our region;
- Manawhenua who feel heard and see their input reflected in the Council’s way forward on the challenges represented by Climate Change / Carbon Neutrality; and
- Co-Designed and co-created outputs from the engagement workshops which meaningfully document the preferences of communities in our region in relation to Climate Change impacts and Carbon Neutrality, and can be used as the basis for further decision making and next steps.

Duration and Proposed Timing

Given the nature of this approach and the proposed “off ramp” option at the end of Phase 1 we have only include efforts and pricing for the initial pre-design and set-up phase. However our understanding is that the Council has signed off on an overall budget of \$200,000 for the entire engagement process which is realistic for the overall delivery of a co-design approach. Subsequent phases will be sized in collaboration with the Council using constraints and previous experience to set individual budgets per phase.

Estimated effort and price

The following table provides an overview of estimated efforts and standard rates for Creative HQ's experienced co-design specialists.

PHASE	ESTIMATED EFFORT	RATE*	ESTIMATED COST*
Phase 1 Project kick-off with Hutt City Council <ul style="list-style-type: none"> • 1 half day meeting in Dec 2019 + preparation • Planning for Lead Group identification Lead Group identification and initial meetings with individuals / organisations <ul style="list-style-type: none"> • [35] initial meetings with Lead Group candidates • Preparation and follow-up Education, information and upskilling process <ul style="list-style-type: none"> • Three internal workshops and presentations with key stakeholders, staff, Council, etc. Documentation, short list and recommendations for Lead Group establishment and co-design suitability	7(2)(h) Commercial Sensitivity	7(2)(h) Commercial Sensitivity	
TOTAL CHQ EFFORT	7(2)(h) Commercial		\$38,000

* Cost and rates do not include GST. Please note that the effort listed above does not include any consideration for travel related cost / effort. These will be billed in addition.

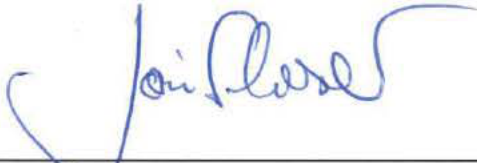
Resourcing

We have the capacity and availability to undertake this work, starting December 2019. We will confirm actual staffing and resourcing of the Creative HQ project team upon receiving a written notice to proceed. Appendix 3 contains an overview of some of Creative HQ's talented team who would be available to be part of this project.

Acceptance

Approved by:

Hutt City Council



Name: JÖRN SCHERZER
Manager Sustainability & Resilience


5/12/2019

Date

PO No: ES74806

Signed by:

Creative HQ Limited



Amelia Devine, Acting Chief Executive

5 Dec 2019

Date

Contact

STEFAN KORN

Chief Executive

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APPENDIX 1: TERMS AND CONDITIONS

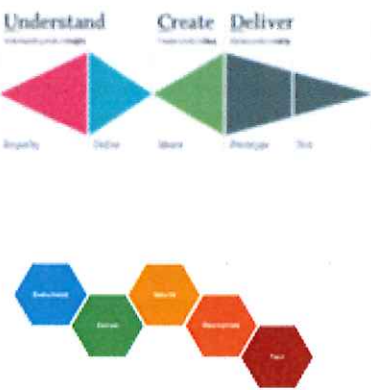
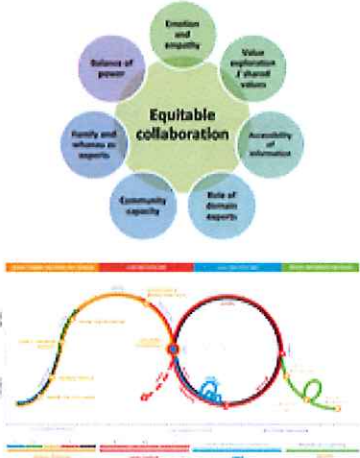
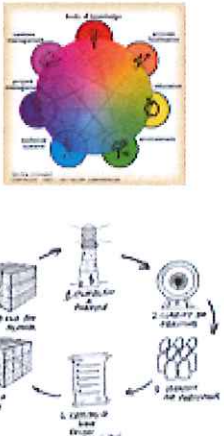
By signing and returning the proposal, the Customer engages Creative HQ as an independent contractor to provide the services described above (Services) and Creative HQ agrees to perform the Services for the remuneration provided above. Both parties agree to be bound by the provisions of the Proposal and these Terms and Conditions (the Agreement).

Once signed, this Agreement will replace all or any agreement (written or oral) previously reached between the parties.

1. The Customer and Creative HQ agree that the Services in this Agreement are acquired for the purposes of a business and that the provisions of the Consumer Guarantees Act 1993 are excluded in relation to the Services.
2. During the term of the contract, Creative HQ must at all times demonstrate a high standard of professional behaviour and integrity with respect to the Customer and must endeavour to not bring the Customer, its employees and/or directors into disrepute.
3. In providing the Services, Creative HQ shall exercise the degree of skill, care and diligence normally expected of a competent professional.
4. The Customer shall pay Creative HQ the amount of fees and expenses at the times and in the manner set out in the Agreement.
5. All amounts payable by the Customer shall be paid on the 20th of the month following receipt of invoice. Late payment shall constitute a default.
6. Where the Services are carried out on a time charge basis, Creative HQ may, with prior approval, purchase such incidental goods and/or services as are reasonably required for Creative HQ to perform the Services. The cost of obtaining such incidental goods and /or services shall be payable by the Customer. Creative HQ shall maintain records which clearly identify time and expenses incurred.
7. Variations to the Services shall be requested in writing and may incur additional fees.
8. Creative HQ shall be responsible for the payment of all taxes and other payments applied under existing law including, but not limited to, GST, income taxes and accident compensation contributions, and indemnifies the Customer from these liabilities.
9. Creative HQ will not be entitled to any payments, fees, allowances or reimbursements other than those specified in the Agreement.
10. Creative HQ shall maintain appropriate professional indemnity and public liability insurance cover sufficient to protect both parties. Creative HQ shall provide to the Customer upon request, evidence of all such insurance cover.
11. Neither party to the Agreement shall disclose any confidential information relating to each other, the Agreement, or any innovation services carried out pursuant to the Agreement, unless required by law or with the written agreement of the other party.
12. In providing any information to Creative HQ, the Customer shall ensure compliance with the Copyright Act 1994 and shall identify any proprietary rights that any other person may have in any information provided.
13. The liability of Creative HQ to the Customer in respect of his or her Services for the project shall be limited to the greater of five times the value of the fees (exclusive of GST and disbursements) or the sum of \$100,000.
14. Creative HQ shall only be liable to the Customer, either in contract or in tort, for direct loss or damage suffered by the Customer as the result of a breach by Creative HQ of his or her obligations under this Agreement.
15. Creative HQ shall retain copyright of all intellectual property prepared by Creative HQ. The ownership of data and factual information collected by Creative HQ and paid for by the Customer shall, after payment by the Customer, lie with the Customer. The Customer shall have no right to use any of these documents where any or all of the fees and expenses payable to Creative HQ have not been paid in accordance with this Agreement.
16. Creative HQ has not and will not during the term of this Agreement or at any time after it, assume any obligations as the Customer's agent or otherwise which may be imposed upon the Customer from time to time pursuant to the Health and Safety in Employment Act 1992 ("the HSE Act") arising out of the engagement. Creative HQ and Customer agree that, for the purpose of the HSE Act, Creative HQ will not be the person who controls the place of work in terms of the HSE Act.
17. Either party may terminate this Agreement immediately by notice in writing to the other party if that other party:
 - a. commits a material breach of this Agreement that is not remedied within 14 days of receipt of a notice requiring the breach to be remedied; or
 - b. becomes insolvent or ceases business.
18. Disputes shall first be referred to mediation for settlement. Unresolved disputes shall be referred to arbitration in accordance with the Arbitration Act 1996.
19. Any notice under the Agreement shall be in writing and addressed to the party to whom it is to be sent at the address notified by one party to the other from time to time in writing.
20. This agreement is governed by New Zealand law, the New Zealand courts have jurisdiction in respect of this Agreement, and all amounts are payable in New Zealand dollars.

APPENDIX 2: CO-DESIGN BACKGROUND

Commonly used approaches in innovation and problem solving

Empathy based problem discovery	Collaborative problem solving	Co-design
 <p>The diagram shows the Design Thinking process with three stages: Understand (Empathy), Create (Ideate), and Deliver (Prototype, Test). Below it is a hexagonal flow diagram with six steps: Empathize, Define, Ideate, Prototype, Test, and Implement.</p>	 <p>The diagram features a central 'Equitable collaboration' hub surrounded by six principles: Emotion and empathy, Value exploration / shared values, Accessibility of information, Role of domain experts, Community capacity, and Family and whānau as experts. Below this is a circular process diagram with two loops and a timeline at the bottom.</p>	 <p>The diagram includes a circular 'Map of Knowledge' and a five-step process: 1. Share a Model, 2. Identify an Expert, 3. Develop an Network, 4. Add the Network, and 5. Evaluate the Network.</p>
<p>Design Thinking</p>	<p>Principles of equitable collaboration, Design Thinking, Lean and Agile</p>	<p>M.G. Taylor</p>

Document 3.1

Hutt City Council Climate Change Impact and Transition to Carbon Zero Co-Design


THE WORK

Hutt City Council (HCC) are interested in exploring a new approach for community engagement as part of the HCC's work to adapt to Climate Change impacts and transition to Carbon Zero in your region.

Discussing the effects of both of these topics and their impact on our communities is a highly complex topic with a broad spectrum of opinions, value sets, interests and potential actions. Outcomes of these discussions are likely going to have far reaching and significant implications for current communities as well as future generations living in our region.

HCC wants to undertake a co-design and co-development approach to create potential options for the region's response to both challenges, with a horizon for changes in the region over the next 100 years (i.e. a roadmap).

THE APPROACH - four phases

Early June 2020 TBC	June – August 2020 TBC	August– November 2020 TBC	November 2020 – February 2021 TBC
Establish the Lead Group	Design the engagement	Conduct the co-design engagement	Post engagement recommendations
<p>Establish a Lead Group of representatives from the Hutt community who can guide and shape the work to give us the greatest chance of buy-in, acceptance and, ultimately, success.</p> 	<p>Working with Creative HQ and HCC, the Lead Group design what the co-design engagement will look like; who should we engage with, how, how often, and when?</p>	<p>Conduct the co-design engagement as per the plan created by the Lead Group. All engagement will be designed to create environments where people and groups can contribute in a way that works for them., and will transition from the valuable conversation, into content creation.</p>	<p>Taking the output from the engagement, creating the Roadmap that HCC needs to build a robust plan and take the outcomes from the co-design engagement forward and answers the headline question: "What will we do in response to this challenge?"</p>

THE LEAD GROUP

It is important the Lead Group represents the Hutt Valley Community well. We are canvassing the most diverse individuals, entities and organizations who are active and influential in the Hutt Valley community, as potential members of the Lead Group.

It is our aim for the Lead Group to be made up of about 12 members of the Hutt Valley community who feel a connection to the kaupapa, understand and have influence in their elements of the community, have a willingness to engage, and can help us achieve sustained change now and into the future.

Hutt City Council Climate Change Impact and Transition to Carbon Zero Co-Design

WHAT THE LEAD GROUP IS AND ISN'T

The Lead Groups' job is to steer, guide, shape and inform what the community co-design engagement approach is.

Under the guidance of Creative HQ and HCC, the Lead Group will be responsible for creating a co-design engagement plan that best serves the Hutt Valley community.

The Lead Group will help to answer questions including (but not limited to):

- Who should we engage with?
- How often?
- Where?
- What questions should we ask (and shouldn't)?
- What information, expertise, or knowledge should we use to catalyse, inform, and stimulate the community engagement?

The Lead Group should see themselves as champions of the work; being prepared to reflect on their community knowledge and also reach back in to their communities to garner support before and during the co-design engagement.

The Lead Group is *not* a working group to organise or facilitate the community co-design engagement.

REQUIRED COMMITMENT OF THE LEAD GROUP

The indicative plan for the Lead Group revolves around **three half day workshops**. Between these workshops there may be a requirement for additional time but this would be based on availability.

The structure of these workshop, while to be defined, will likely look like the following:

Workshop 1

- Getting to know each other and building trust
- Estbalishing our tikanga
- Defining the success metrics for the co-design
- Mapping out all elements of the the community
- Identifying all known constraints and connected pieces of work and initiatives.

Workshop 2

- Mapping out key questions we want answers to
- Identifying specific expertise or knowledge we want to 'tip in'
- Identifying specific groups we want to engage, and how
- Initial draft of co-design engagement plan.

Workshop 3

- Testing and finalising key questions
- Finalising required expertise and knowledge
- Refinement of co-design engagement plan
- Identify capability and people required to deliver
- Finalise co-design engagement plan.



**ENTREPRENEURS
ARE EVERYWHERE**

Hutt City Council

Climate Change Impact and Transition to Carbon Zero

Co-Design, 2020

Document purpose

This document serves as a record and repository for key decisions, content, and products created by the project team and, eventually, the Lead Group.

Co-design is iterative by nature. The content of this document *will* change over time. This is a live document and any distribution of this document should make this explicitly clear.

Project objectives

Hutt City Council (HCC) are interested in exploring a new approach for community engagement as part of the HCC's work to **adapt to Climate Change impacts** and **transition to Carbon Zero** in your region.

Discussing the effects of both of these topics and their impact on our communities is a highly complex topic with a broad spectrum of opinions, value sets, interests and potential actions. Outcomes of these discussions are likely going to have far reaching and significant implications for current communities as well as future generations living in our region.

HCC wants to trial a co-design and co-development approach to create potential options for the region's response to both challenges, with a horizon for changes in the region over the next 100 years (i.e. a Roadmap).

Co-design is an alternative to traditional workshops and consultation. It's based on the idea of working *with* communities and partners to design solutions to challenges, rather than working in (relative) isolation and presenting findings for discussion / consultation.

Engagement and Co-Design are different

It is important to recognise the difference between between genuine *co-design* and *engagement* . The two are often confused, or misunderstood at best.

When we are co-designing we are asking participants to create a direct input into the design of a system, service, product or plan. When we enter into a process of co-design we are making a promise to participants; “ *we will do something with what you are telling us.* ” If this promise is not fulfilled in a meaningful way, long term relationship and reputation damage is inevitable.

A view that ‘blank canvas’ (i.e. putting *everything* on the table in a co-design process) co-design is often not sensible or even desirable. It ignores *knowledge*, the important role that policy and strategy experts and existing bodies of knowledge play in service, product, and system design.

Engagement is broader, and more aligned with traditional consultation; “*we have something we want to discuss with you. We want to hear you, and for you to feel heard.*”

Often people say ‘co-design’ when they mean ‘engagement’. Both are legitimate, but they are not the same.

Undertaking community or stakeholder engagement, and co-designing in a way that respectfully and effectively establishes a contemporary Aotearoa is where Creative HQ play.

Project approach

The proposed approach has four components:

Phase 1; Establish a **Lead Group** of representatives from the Hutt community who can guide and shape the work to give us the greatest chance of buy-in, acceptance and, ultimately, success.

Phase 2; **Engagement design and preparation;** under the guidance of the Lead Group; who should we engage with, how, how often, and when? We need to ensure that we design the engagement in a way that respects context, works for different groups within our community (not a one size fits all approach), and acknowledges the magnitude of the challenge we face.

Phase 3; **Engage** with the community as per the plan defined in Phase 2. All engagement will be designed to create environments where people and groups can contribute in a way that works for them. All engagement is designed to respectfully transition from the valuable conversation, into content creation that can be used to inform the Roadmap.

Phase 4; **Debrief and post-engagement.** Taking the output from the engagement, creating the Roadmap that HCC needs to build a robust plan and take the outcomes from the co-design engagement forward.

In the first instance we are only focussed on establishing the right Lead Group that reflects the different elements of our community, that can lead us through this challenge.

Phase 1 outputs

Phase 1 will produce the following:

1. Lead Group established
2. Decision on pursuing Climate Impact and Carbon Zero transition as one or as separate engagements

Approach and timeline

The initial timeline is outlined below. Noting that this will change, primarily due to the availability of potential Lead Group candidates over the holiday period.



Lead Group; purpose

The Lead Group provides direction and guidance for the co-design process. IN short, making sure that the co-design with the Hutt communities is done in a way that gives us the greatest chance of success, over time.

The Lead Group should be as inclusive and diverse as possible to reflect the makeup of communities in the Hutt.

It is expected that the Lead Group will have 8-12 members although the exact number will be determined by the makeup of the community.

The ambition of the Lead Group is not to focus exclusively on subject matter experts in terms of climate change and emission reduction. The focus is to get the right elements of the Hutt communities represented in the group to give us the greatest chance of sustainable impact, over time. Subject matter expertise should be included in the group, but only when considered beside the most appropriate way to engage with a community to deliver action.

Phase One of the co-design process focuses on the establishment of the Lead Group. The following are the characteristics that we would hope to see reflected in the Lead Group:

1. Strong connection to, or access to, members of their community
2. Community leadership and the ability to influence large portions of the region
3. Voices that people will listen to
4. Demographic breadth; all elements of our community are covered
5. Voices that represent the *future* of the Hutt region (i.e. demographically) as well as the present
6. Domain knowledge (climate change and zero emission).

Lead Group; candidates

Potential Lead Group candidates can be found in the following link

7(2)(a) Privacy

Lead Group candidates; what we want to know

We want to survey potential Lead Group members (the longlist) against a series of critical questions in order to make a determination on who will make the Lead Group. These questions should include exploration of:

1. How connected and / or committed to the kaupapa they are (and how is this demonstrated?)
2. Expertise or body-of-knowledge that could contribute
3. Elements of the community they have (credible) connection to, and influence within (including the size of these elements of the community) - this needs to be considered from the perspective of the *current* makeup of the community and the *future* makeup of the community
4. A demonstrable ability to follow through with action
5. Willingness to engage
6. Availability
7. What conditions the candidate needs to be in place for them to contribute
8. Do you feel that could contribute equally to emission reduction and adaptation?

What we need to inform these conversations

In order to inform meaningful conversations with potential Lead Group members, we are likely to require some key pieces of collateral

- Definition of Climate Impact and Carbon Zero (what we mean by these terms)
- Community demographic information (current and future)
- One pager of our approach
- Interview script?
- Any research on how specific communities are affected by climate change
- ...

Capturing of the conversations

We will capture all interviews in the following sheet:

7(2)(a) Privacy

Interview capture will be qualitative (i.e. free text notes).

An indicative assessment of overall fitness for the Lead Group is required (i.e. to what degree to we think they should be on the Group, or not).

We are not looking for individuals to score highly on all assessment elements.

A collective assessment exercise will be conducted once all interviews have been concluded.

Lead Group; potential charter

While the Lead Group themselves will define the charter to which they operate (as per the Proposal), it is useful to start to frame this now, to inform conversations with candidate or potential Lead Group members.

In terms of setting an expectation, the model for engaging the Lead Group would typically look like this (late February - early April 2020):

- 3 x half day workshops (as a group)
- 3 x 2 hour meetings (as a group)
- ad-hoc emails and phone calls (individually).

Appropriate remuneration for Lead Group members, and / or the communities they represent, should be considered.

It is expected the following principles or elements could be reflected in the Lead Group Charter:

The job of the Lead Group includes to:

- inform and approve the design of community engagement
- define specific metrics for success, that the co-design engagement (and its output) will be measured against
- determine who should participate in the engagement, and in what settings (and with what frequency)
- to lead and champion engagement with the community before, during, and after the co-design effort
- Identify expertise outside of the Lead Group and community groups required
- Define content required to inform the engagement
- ...

Re-engaging with Lead Group members

Phone call with lead group members:

- How has Covid impacted your involvement?
- When can you start to work with us?
- Times/ availability
- Preference on doing adaptation and mitigation in the one stream or seperate
- What do you need? Information wise.

Covid Plan

1. Check in with potential lead group member - can they still do it? If no:
2. Who would you recommend to represent your group? If no;
3. Look at original lead group list or another LG member to assess if there is another candidate that represents this group.
4. Include original organisation in engagement phase or those alternative method.

Project Team Meeting

- Introductions
- Review of Codesign (what and why)
- Design Principles
- What we are looking to achieve (re-confirm the purpose, especially new people)
- Objectives (Does it need clarification?)
- What people's role is/might be
- Challenges limitations re contributions? Areas we are likely to need support with and what are they happy to contribute in terms of resources, skills and time.
- Next steps (Confirming Lead Group participation).

The Goal

The Lead Group co-designs a robust and effective plan to inform and engage the Lower Hutt community about the threat that climate change impacts pose and the importance of effective adaptive and emission-reducing measures that will produce a more resilient city.

Deliverables

From the communities that will be at risk from sea level rise and related effects in future, a pathway or pathways to identify the process that will subsequently see preferred adaptive strategies identified. These will in turn, inform subsequent Council planning and decision- making and

From the wider Lower Hutt community, a pathway (or substantive progress towards one) that provides the direction for the achievement of a net Zero Carbon Lower Hutt by 2050 or earlier

What does good look like?

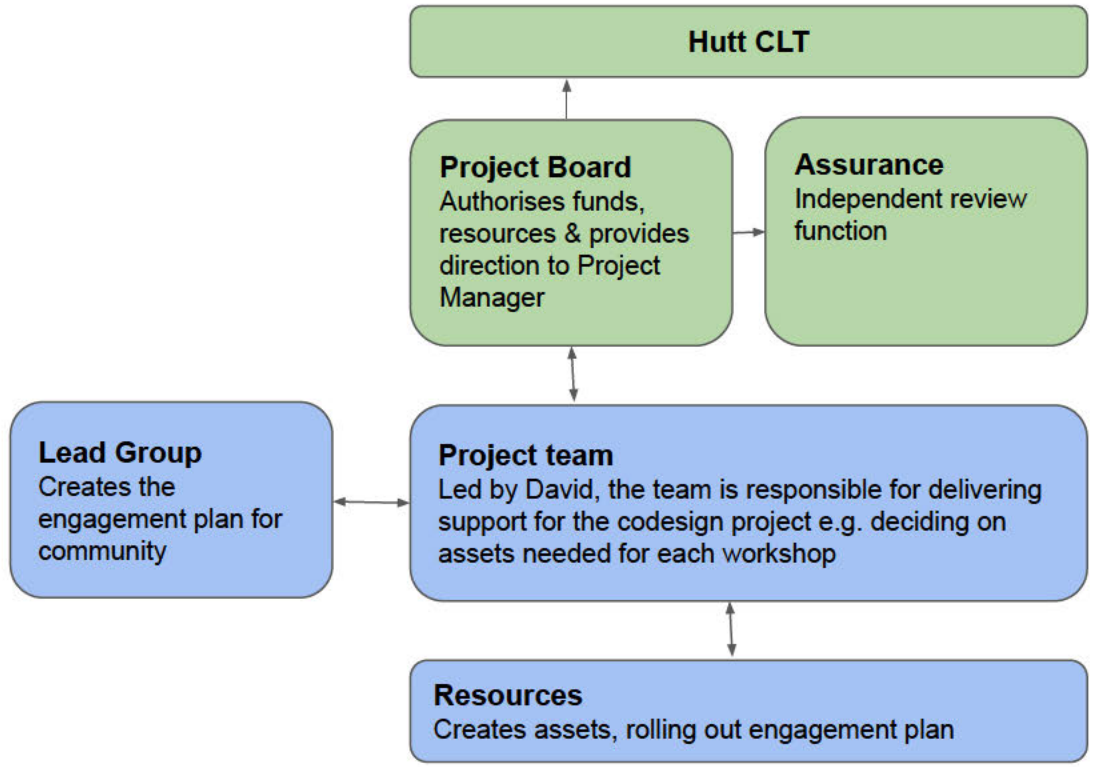
At the completion of the project, Lower Hutt residents, business owners, HCC and mana whenua partners and other stakeholders:

1. Communities are aware of the hazards that sea level rise will bring and what things they value that will consequently be at risk.
2. The communities have shared their preferences in terms of adaptation.
3. The wider Lower Hutt community have a better understanding of the threat that climate change impacts will pose to the functioning of the City in future.
4. Have an understanding of the individual and collective actions that could see Lower Hutt transition to a zero carbon emissions economy by 2050 or sooner.
5. Collectively develop a pathway to achieve a city-wide zero carbon emissions status is developed that has community buy-in

Project Team Role

- Delivering project inputs and outputs (project products) as defined by the project management team, including information, discussions, reports.
- Production of project products defined by the Project Manager to an appropriate quality, in a set timescale and at a cost acceptable to the Project Board.
- Reports to, and takes direction from, the Project Manager.
- Identify and advise the Project Manager of any issues and risks associated with the project.
- Assist the Project Manager in examining issues and risks, on occasion support with managing risks.
- Additionally, a range of external (Wellington Water Ltd, GWRC) and internal (HCC) resources will be required at different stages of the project to:
 - ensure issues important to HCC and our infrastructure partners (eg Wellington Water) relating to and/or arising from the project are considered as part of the project (insofar as they are within the project scope)
 - provide expert advice/input as appropriate.
 - facilitate socialisation of project progress in the organisation.
 - provide an operational linkage to ensure that wider council strategic and other issues relevant to the project are included and managed.

Project Structure



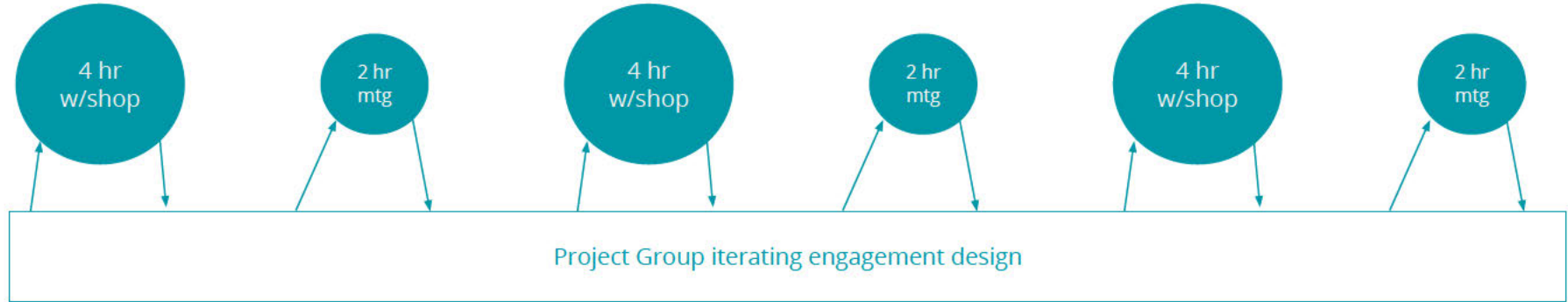
LEAD GROUP

What will the lead group do?

- Who should we engage with?
- How often?
- Where?
- What questions should we ask (and shouldn't)?
- What information, expertise, or knowledge should we use to catalyse, inform, and stimulate the community engagement?

Lead Group; probable engagement model

Ad-hoc engagement with Lead Group members



Workshop 1 - Agenda

Date: week of 26 October (tentative)

- Getting to know each other, building trust and ways of working
- Overview of the co-design process timeline
- Present and discuss the two options - decide
- Objectives review
- Defining the success metrics for the co-design
- Mapping out all elements of the the community
- Identifying all known constraints and connected pieces of work and initiatives
- Outcomes of the work

Workshop 2

- Mapping out key questions we want answers to
- Identifying specific expertise or knowledge we want to 'tip in'
- Identifying specific groups we want to engage, and how
- Initial draft of co-design engagement plan.

Workshop 3

- Testing and finalising key questions
- Finalising required expertise and knowledge
- Refinement of co-design engagement plan
- Identify capability and people required to deliver
- Finalise co-design engagement plan

Lead Group 1 Slides

Adaptation

What do we mean by adaptation?

Adaptation refers to adjustments in ecological, social, or economic systems in response to actual or expected climatic stimuli and their effects or impacts. It refers to changes in processes, practices, and structures to moderate potential damages or to benefit from opportunities associated with climate change.*

Who does it affect?

Ultimately it will be felt by the whole Hutt Region. However, specific parts of the city will be more affected by different types of climate change impacts. In the case of future sea level rise those parts of the city at low elevation will be most at risk from the impacts of sea level rise and related effects including flooding and an increase in the level of the water table.

The three areas most affected will be:

- Petone" (comprising Petone and Alicetown suburbs)
 - "Seaview" (comprising Seaview, Gracefield and Moera suburbs)
 - "Eastbourne (comprising Eastbourne and the Eastern Bay suburbs)

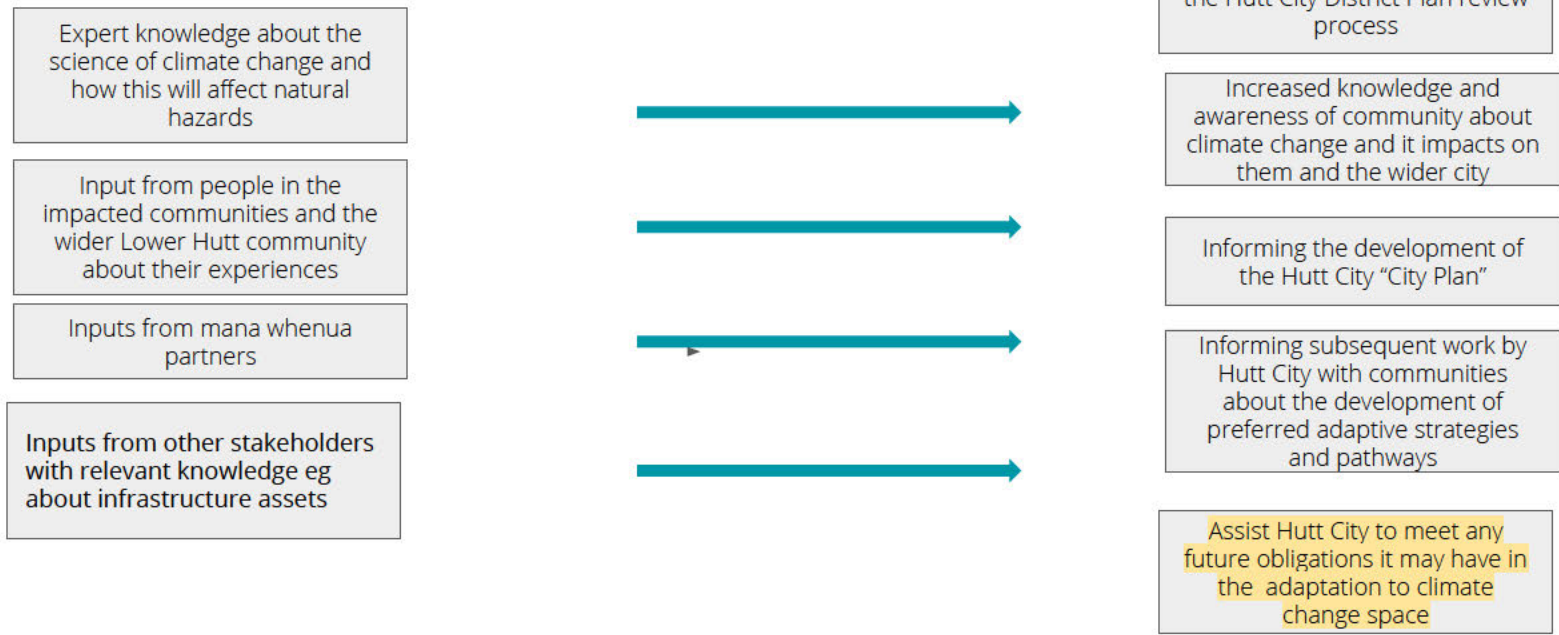
*BARRY SMIT (CANADA) AND OLGA PILIFOSOVA (KAZAKHSTAN) Adaptation to Climate Change in the Context of Sustainable Development & Equity

What do we already have/ know?

- We learn about future impacts (such as sea level rise) by carrying out “modelling” studies.
- These combine known information about a hazard (such as historical sea level rise) and combine this with what is predicted to happen in future based on the science of climate change (such as the concentration of greenhouse gas - GHG - levels, the amount of warming this will cause and the sea level rise that will likely result).
- The result is a series of scenarios that show, over time, the amounts of sea level rise that are expected for different GHG levels.
- These models can be extended to also take into account other effects (such as the frequency of storm and high tide events) that will compound the problem for communities.

A start but needs further development - eg the work done by WRCCWG in 2019

Adaptation - Inputs



Contributions

Informing the Hutt City District Plan Review process

Hutt City is required to prepare a District Plan [DP] under the Resource Management Act 1991.

The DP contains information about the management of natural and built resources and the way land can be used or developed. Hutt City will be undertaking a full DP review in the 2022 - 2024 period. The work will include the area of natural hazards and encompass coastal erosion, a hazard that will be directly affected by sea level rise and related effects.

The project will add value to the DP review process by ensuring that the communities in the areas that will be at risk from sea level rise will have some understanding of the challenges they and their communities face from climate change and will have some understanding also of the DP review process that will follow - and of the opportunities they will have to engage with this process

Informing the development of the Hutt City “City Plan”

The City Plan, currently under development will integrate the four current Hutt City strategies into a single strategy that will set the strategic direction for the City. **[wording TBC]**

This will contribute to...

Informing subsequent work by Hutt City with communities about the development of preferred adaptive strategies and pathways

The Council, being aware that some parts of the city are at risk from future sea level rise and related effects has directed officers to engage with these communities in order to work towards a city that is more resilient to this challenge. [Local authorities are also required, again under the RMA to implement the Coastal Policy Statement (2010) which requires that they manage coastal hazard risks over a 100 year time-frame] The initial engagement in this area that this project will deliver help us understand where the core focus areas are of the impacted communities related to adaptation and climate change.

Future work will engage further with impacted communities to explore the strategic adaptive options available to them, including Dynamic Adaptive Pathways Planning that considers that adaptive solutions can change over time as circumstances (and sea level rise) dictates and identifies the trigger points that signal such changes

Developing knowledge and awareness of community about climate change and how it will impact on them and the wider city

Climate change driven impacts will affect different parts of the city in different ways but all of Lower Hutt will, in time, be affected. The project will help inform the broader Lower Hutt community about these changes and assist in developing an understanding of the effects, the ways in which the city will be impacted - information that will be important as the city considers what its adaptive action options are

Other

WWW.CREATIVEHQ.CO.NZ

- The group may decide there are other outcomes they want to achieve through this process.

What levers/ influence do we have?

- Input into the Long Term Plan, District Plan, City Plan etc.
- Self established projects

What don't we have direct influence?

- What central government might require
- Any changes to land-use or other existing property related rights
- Any commercial processes or outcomes including developments in the way in which the insurance industry assesses and prices risk.
-

Mitigation

What do we mean by mitigation?

A human intervention to reduce the sources or enhance the sinks of greenhouse gases (GHGs)

Who does it affect?

Everyone - globally. Climate change is the exemplary global public good, because each country's emissions of greenhouse gases contribute cumulatively to the increase of the overall concentration, and each country's abatements entail higher cost than benefit, unless effective concerted collective actions take place.

What do we already have/ know?

- We know what industries are the largest emitters e.g. transport heating.
- ???

*IPCC

Mitigation - Inputs



This will contribute to...

Pathway

- Define a pathway to get to lower emissions
- Could have both private and public roles
- This may include targets and phases.

Follow on work by HCC

- Our initial engagement should help us understand where the core focus areas are of the community as it relates to mitigation and climate change.
- This may look like implementing the pathway in 2021.

Other Initiatives

- The group may decide there are other outcomes they want to achieve through this process.

What levers/ influence do we have?

- Pathway for HCC

What don't we have control over?

- Ability to regulate individuals behaviours
- ???

Lead Group Slides End

ToR / Charter

This needs to include:

1. Say: “this is what they’re going to do”
2. State clearly, what the group is not
3. State clearly the purpose of the work
4. State clearly the purpose of the group
5. State clearly the output of the work
6. State clearly the output of the Lead Group
7. (do this by phases; i.e. the 3 proposed half day workshops)
8. State clearly the expected commitment of the group
9. State clearly the anticipated timeline of the group

Hutt City Council



Co-Design Phase Two

Context

We are coming to the end of Phase One; set-up and pre-design for the Hutt City Council Climate Change Co-design. This proposal will indicate where we are currently, a revised timeline for delivery (accounting for COVID-19), and an estimate of effort and price for Phase Two.

Current Phase

We are currently in the final stages of Phase 1; set up and pre-design. With HCC we created a long list of individuals, stakeholders and third parties who should be involved in the set-up of a "Lead Group" which provides direction and guidance for the co-design process. We met with these individuals to discuss our proposed approach, assess the communities they represent, their preference for mitigation or adaptation streams, availability and appetite for participating as a Lead Group member.

HCC and Creative HQ workshopped which of the long list members would be a good representation to be part of the Lead Group. We ensured that our shortlist reflected the diverse make-up of communities in the Hutt.

We are now finalising mana whenua representatives and the education and information process for key stakeholders and decision makers within the council to ensure there is broad support for the proposed approach.

Key outcomes from Phase 1

- Created Design Log and draft Co-Design Charter
- Developed framework to assess suitability of Lead Group members
- Met with potential Lead Group members representing the diversity of the Hutt region
- Created a long list of Lead Group members
- Workshopped with HCC to create a short list of Lead Group members
- Developed engagement plan for Mana Whenua Groups
- Expressions of Interest document for Mana Whenua Groups

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Overview of the Following Phases

After we complete Phase 1, we have three more phases:

2. Engagement design and preparation: this phase contains three key elements; Lead Group management, engagement planning, and stakeholder engagement. During this phase the actual design for the community engagements will be developed using a co-design process with the Lead Group. The aim is to create a meaningful and inclusive engagement experience for participants that delivers the desired outcomes.

3. Engagement delivery: this phase refers to the actual “community co-design” using a series of engagement workshops. To ensure the actual engagements are delivered in line with the key principles of co-design and achieve your desired outcomes, deliberate facilitation by experienced facilitators is required. Our model includes delivery of engagements by CHQ’s experienced facilitators (or training of local facilitators who run the individual engagement sessions following a “train the trainer” workshop with CHQ).

4. Debrief and post engagement activities: it is important to recognise that the overall initiative does not finish with the successful delivery of the engagement. For HCC to get full value out of the proposed community engagement, the debrief and post engagement phase covers the design and creation of artefacts needed by HCC to take the outcomes of the community co-design process forward. It also includes debrief sessions with all key stakeholders to reflect on the engagement, and to uncover valuable insights that will help to inform the next phases.

At the heart of all co-design engagements is a series of workshops where groups of participants come together to discuss the subject matter and complete a series of structured tasks. The design of these engagement workshops is deliberate and sophisticated - every aspect of the workshops is carefully curated and prepared to allow for conversations to be meaningful and lead to a desired outcome.

To ensure the co-design workshops can achieve these outcomes, the design of the workshops will be created through a co-design process with the Lead Group.

Revised Timeline

The timeline proposed to you in our initial proposal has been impacted by COVID-19 and the shift to Alert Level 4. The process for engaging with Mana Whenua groups has also delayed the timeline.

With this in mind here is a revised timeline of the phases:



Given that co-design is a new approach for HCC and it needs to fit within HCC's given authorising and control environments, we have included the potential for an "off ramp" after each phase. Therefore if there is a collective view among the project team or senior decision makers within HCC that, on this occasion, co-design is not a suitable approach, the phased structure allows for CHQ to switch to a more traditional approach after completion of Phase 1 with minimal exposure to any additional cost or effort.

Remote delivery

Ideally, we would love to do phase 2 face to face with our Lead Group members. However, COVID-19 restrictions may not allow this. Phase 2 can be fully delivered remotely using a combination of Zoom and Miro. Zoom will provide audio and visual connection, while Miro will be utilised for a collaboration workspace. We provide training on both at the start of every workshop for new users to these platforms.

Miro is an online collaborative whiteboard platform. It allows us to replicate the feeling of being in the room together as we can have multiple individuals working simultaneously in the same digital space. Utilising drawing, shapes, diagrams and, most importantly, sticky notes, Miro helps us to get everyone working together cohesively.

We are happy to talk more with you about how Phase 2 can be delivered remotely to meet your needs.

Outputs and outcomes for Phase 2

- Decision on pursuing one or two separate streams for mitigation and adaptation
- Designing and facilitating the Lead Group workshops
- Working individually with Lead Group members
- Creating Project Charters for Lead Group and Governance Group
- Updating and developing Design Log
- Detailed documentation regarding how each community engagement will be delivered

Outputs and outcomes for all Phases

The purpose of any co-design process is to provide a collaborative but structured and goal-oriented approach that creates specific outputs and delivers desired outcomes. Details of the specific outputs and outcomes will be agreed with HCC as part of the wrap up Phase 1, but based on previous initiatives, the following table provides an overview of typical key deliverables created:

Deliverable	Description	Format	Completion
Lead Group long list / short list	Result of the stakeholder identification process with details of key individuals and organisations that must be involved and recommendations for inclusion in the Lead Group.	MS Word / Powerpoint document.	At the end of Phase 1.
Project Charter	Summary of approach, key design principles, constraints, pre-existing conditions and work done to date, legislative frameworks, work plan, project roles and responsibilities, risks and issues, and overall project governance.	MS Word / Powerpoint document.	During Phase 2 after the kick off meeting with the Lead Group.
Design Log	An evolving document, iterated after each Lead Group meeting, to reflect the emerging engagement design.	Powerpoint document.	During Phase 2 after each workshop..
Engagement Design	Detailed design documentation that describes how each community engagement workshop is run and delivered.	MS Word and Excel documents	At the end of Phase 2.

Community Co-Design deliverables	These are created and agreed during the engagement design process with the Lead Group. Usually these deliverables include an engagement summary, photo gallery (or videos) of the community co-design workshops, community murals / mementos, visual representation of community preferences, return on experience summary.	Various formats.	At the end of Phase 4.
Council artefacts	These are created agreed during the pre-design process. Usually these artefacts include a formal report on the co-design process, board paper or project brief for further consideration by the Council	Word document	At the end of Phase 4

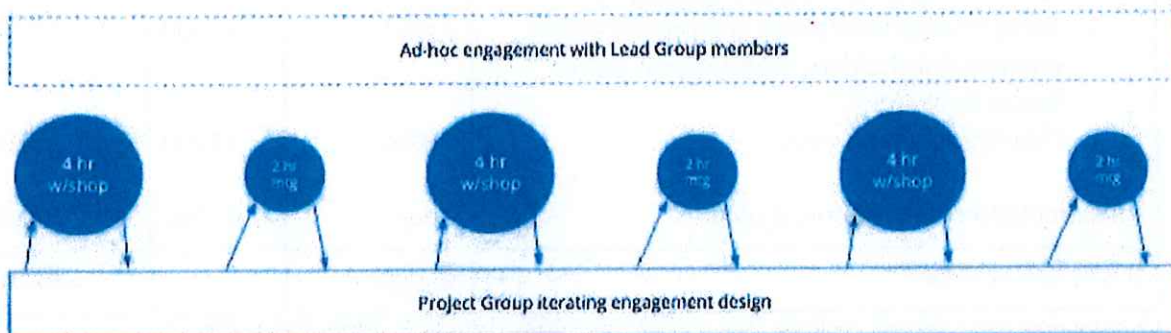
Duration and Proposed Timing

Provided we wrap up the final steps of Phase 1 by the end of this month (April), we expect to start Phase 2 at the start of *July*. We expect this phase of the engagement to take 2 months.

We have only included efforts and pricing for Phase 2: Engagement design and preparation phase. Our understanding is that the Council has signed off on an overall budget of \$200,000 for the entire engagement - subsequent phases will be sized in collaboration with the Council using constraints and previous experience to set individual budgets per phase.

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Phase 2 -Lead Group Probable Engagement Model



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Estimated effort and price

PHASE	ESTIMATED EFFORT	RATE*	ESTIMATED COST*
<p>Phase 2</p> <p>Lead Group planning with Hutt City Council</p> <ul style="list-style-type: none"> 1 half day meeting in Oct 2020 + preparation Planning for Lead Group first meeting <p>Lead group workshops</p> <ul style="list-style-type: none"> Assuming delivering 3 x 4hr workshops (2 Senior facilitators) Planning and post work for workshops <p>Lead group meetings</p> <ul style="list-style-type: none"> 3 x 2hr meetings with subsets of Lead Group + preparation Adhoc meetings with individual members <p>Education, information and upskilling process</p> <ul style="list-style-type: none"> Three internal workshops and presentations with key stakeholders, staff, Council, etc. (2 Senior facilitators) Planning and post work <p>Documentation of engagement plan</p>	<p>7(2)(h) Commercial Sensitivity</p>	<p>7(2)(h) Commercial Sensitivity</p>	<p>\$36,100</p>
<p>TOTAL CHQ EFFORT</p>	<p>7(2)(h) Commercial</p>		<p>\$36,100</p>

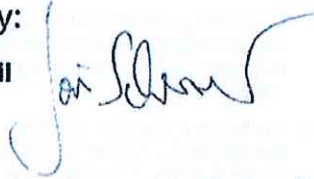
* Cost and rates do not include GST. Please note that the effort listed above does not include any consideration for travel related cost/effort, nor the cost of specific resources and software required to deliver any of the workshops remotely. These will be billed in addition.

Handwritten initials/signature

Signature

APPROVED by:

Hutt City Council



John Scherzer, Manager Sustainability

Name: 8 Resilience

4 September 2020

Date:

SIGNED by:

Creative HQ Limited



Name: CATHERINE JONES

Date: 9/09/20.

Contact

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APPENDIX 1: TERMS AND CONDITIONS

By signing and returning the proposal, the Customer engages Creative HQ as an independent contractor to provide the services described above (Services) and Creative HQ agrees to perform the Services for the remuneration provided above. Both parties agree to be bound by the provisions of the Proposal and these Terms and Conditions (the Agreement).

Once signed, this Agreement will replace all or any agreement (written or oral) previously reached between the parties.

1. The Customer and Creative HQ agree that the Services in this Agreement are acquired for the purposes of a business and that the provisions of the Consumer Guarantees Act 1993 are excluded in relation to the Services.
2. During the term of the contract, Creative HQ must at all times demonstrate a high standard of professional behaviour and integrity with respect to the Customer and must endeavour to not bring the Customer, its employees and/or directors into disrepute.
3. In providing the Services, Creative HQ shall exercise the degree of skill, care and diligence normally expected of a competent professional.
4. The Customer shall pay Creative HQ the amount of fees and expenses at the times and in the manner set out in the Agreement.
5. All amounts payable by the Customer shall be paid on the 20th of the month following receipt of invoice. Late payment shall constitute a default.
6. Where the Services are carried out on a time charge basis, Creative HQ may, with prior approval, purchase such incidental goods and/or services as are reasonably required for Creative HQ to perform the Services. The cost of obtaining such incidental goods and/or services shall be payable by the Customer. Creative HQ shall maintain records which clearly identify time and expenses incurred.
7. Variations to the Services shall be requested in writing and may incur additional fees.
8. Creative HQ shall be responsible for the payment of all taxes and other payments applied under existing law including, but not limited to, GST, income taxes and accident compensation contributions, and indemnifies the Customer from these liabilities.
9. Creative HQ will not be entitled to any payments, fees, allowances or reimbursements other than those specified in the Agreement.
10. Creative HQ shall maintain appropriate professional indemnity and public liability insurance cover sufficient to protect both parties. Creative HQ shall provide to the Customer upon request, evidence of all such insurance cover.
11. Neither party to the Agreement shall disclose any confidential information relating to each other, the Agreement, or any innovation services carried out pursuant to the Agreement, unless required by law or with the written agreement of the other party.
12. In providing any information to Creative HQ, the Customer shall ensure compliance with the Copyright Act 1994 and shall identify any proprietary rights that any other person may have in any information provided.
13. The liability of Creative HQ to the Customer in respect of his or her Services for the project shall be limited to the greater of five times the value of the fees (exclusive of GST and disbursements) or the sum of \$100,000.
14. Creative HQ shall only be liable to the Customer, either in contract or in tort, for direct loss or damage suffered by the Customer as the result of a breach by Creative HQ of his or her obligations under this Agreement.
15. Creative HQ shall retain copyright of all intellectual property prepared by Creative HQ. The ownership of data and factual information collected by Creative HQ and paid for by the Customer shall, after payment by the Customer, lie with the Customer. The Customer shall have no right to use any of these documents where any or all of the fees and expenses payable to Creative HQ have not been paid in accordance with this Agreement.
16. Creative HQ has not and will not during the term of this Agreement or at any time after it, assume any obligations as the Customer's agent or otherwise which may be imposed upon the Customer from time to time pursuant to the Health and Safety in Employment Act 1992 ("the HSE Act") arising out of the engagement. Creative HQ and Customer agree that, for the purpose of the HSE Act, Creative HQ will not be the person who controls the place of work in terms of the HSE Act.
17. Either party may terminate this Agreement immediately by notice in writing to the other party if that other party:
 - a. commits a material breach of this Agreement that is not remedied within 14 days of receipt of a notice requiring the breach to be remedied; or
 - b. becomes insolvent or ceases business.
18. Disputes shall first be referred to mediation for settlement. Unresolved disputes shall be referred to arbitration in accordance with the Arbitration Act 1996.
19. Any notice under the Agreement shall be in writing and addressed to the party to whom it is to be sent at the address notified by one party to the other from time to time in writing.
20. This agreement is governed by New Zealand law, the New Zealand courts have jurisdiction in respect of this Agreement, and all amounts are payable in New Zealand dollars.

BRIEFING



To: CLT

From: David Burt, Senior Advisor Sustainability and Resilience & Jörn Scherzer, Manager Sustainability and Resilience

via Helen Oram

Date: 18 September 2020

SUBJECT: COMMUNITY ENGAGEMENT ON CLIMATE CHANGE

Purpose

The purpose of this briefing is to update CLT on the planned engagement with the Lower Hutt community on climate change using a co-design framework, and for CLT to approve the implementation of Phases 2-4 of the project.

Background

Addressing climate change impacts on Lower Hutt and its citizens, and the need to reduce city-wide emissions, will be present significant challenges over the coming decades. Council had directed officers to engage with our community on:

- how to mitigate current and future emissions so that Lower Hutt can transition to a net Carbon Zero state by 2050 or earlier, and
- how to adapt to the impacts of climate changes, such as sea level rise and related effects on at risk areas of the community

Engagement approach

The success of this project is critically dependent on the effectiveness with which the engagement phase of the work is carried out. Working with Creative HQ, a co-design framework has been chosen as it delivers a richer and deeper engagement process than the more traditional consultation process that is commonly used. Having a stronger connection to the diverse groups in the city should in turn maximise the chances of getting community buy-in and achieving outcomes (eg reducing emissions).

The principal means by which this is achieved is by the use of a “Lead Group” to lead and guide the work and in particular, to design the community engagement phase. This group is composed of representatives from our mana whenua partners, and other key stakeholders such as community groups and business associations that will be directly affected by the outcomes of the project.

A list of all proposed lead group members is available in Appendix 1. The group is diverse on a range of counts, including gender, age, and professional backgrounds. It includes students, business owners and/or representatives, community organisation representatives, and academics.

What is planned?

The project involves four phases:



- Phase 1: Pre-design, explore process and identify potential Lead Group (completed)
- Phase 2: The Lead Group designs the community engagement process
- Phase 3: Community engagement is carried out
- Phase 4: Pathway(s) and/or next steps developed

The public profile of climate change continues to increase but engaging with the Council on the subject will be a new experience for many members of our community. In addition, the nature of the conversation around possible adaptive strategies is likely to raise issues seen as challenging on a personal level by some in the community. This is because addressing sea level rise and related effects in the long-term involves consideration of adaptation options that could see changes to existing use land rights.

A conversation with our communities on climate change is one that needs to take place but it is important that our communities are given time and opportunity to digest the information they are to be presented with.

For this reason this project will start the conversation, and the outputs we aim for are non-threatening. The desired outputs are:

- Work in the mitigation area will cover the whole of Lower Hutt. The output will be a pathway for Lower Hutt to transition to carbon zero by 2050 or earlier (and which can subsequently be implemented).
- Work in the adaptation space will be focused on initiating a conversation with the communities located on the coast and/or which are low-lying. These communities are known to be at risk from future sea level rise and related effects such as flooding. The output will be that these communities are informed about the nature of these risks and are therefore better placed to, in subsequent work, discuss what adaptive options and/or pathways exist to manage these future challenges.

The project scope excludes planning related to, and implementation of, any pathways or processes identified by the community arising from this project. These will need to be addressed as follow-on projects.

Note that the community engagement has important linkages to two other projects in that the project outputs contribute to the development of our City Plan, and the review of our District Plan (refer Appendix 2).

Budget

The project will be funded from budget held in the Sustainability & Resilience division. For 2020/21, the total budget available is approximately \$230,000.

The project requires that lead group members make a significant time commitment to the process (several workshops and/or meetings). In recognition of this and in order that the opportunity cost of participation is not a barrier to participation, lead group members (excluding those who are representing community boards or business groups) will be offered a payment of a daily rate of \$230 (less withholding tax)¹. In addition, the Council will reimburse reasonable travel expenses to/from meetings.

Project structure

It is proposed that a project steering board be established. The steering board set up is proposed to be very similar to the steering board that oversees the kerbside collection change, ie the group would be an internal board accountable for the success of the project, ensure buy-in across the organisation, provide direction to and support for the project manager, and provide and authorise resources.

The composition of the group should ensure good linkage to other cross-Council projects and initiatives, including the District Plan review, the city plan work, and community engagement work (refer also to Appendix 2).

CLT decisions are sought on the composition of this steering board.

Creative HQ has been engaged to facilitate the co-design process, and a small project team will deliver on various tasks and actions. A project plan is included as Appendix 4.

Issues and risks

- Co-design is a relatively novel engagement approach for Hutt City Council. As the process of the actual engagement with the community is not yet known, as it has yet

¹ Based on the [fees framework developed by the Cabinet Office: CO \(19\) 1](#), refer to the suggested daily fees for members appointed to bodies in line with Level 4 of Group 4.

to be designed, there are some uncertainties with this project regarding timing and actual costs.

- Any discussion around the threats that climate change will pose for our community in the future will be very challenging. Owners of homes and businesses in the low lying parts of our city will likely have a direct financial interest in the longer-term outcome of these discussions and so the discussion can be expected to enter the political arena.
- Our co-design work is focused on engagement with the Lower Hutt community. Climate change affects communities without regard to regulatory boundaries, and ideally this work would be done jointly with other territorial authorities in our region. However, the scope and timing of work undertaken by other cities differs. For example, Wellington City is ahead of us, it already has in place its [Te Atakura – First to Zero](#) Blueprint, and is working on a city-wide plan to achieve its zero carbon target. It also has undertaken some work to engage with parts of their communities on climate change adaptation (eg Makara Beach).

Decisions required

- CLT to confirm the composition of the project steering board, and give the formal go ahead for this project.
- Chief Executive, Mayor and Chairs of the Committees agree on the final list of lead group members (*preferably by no later than 24 September as proposed lead group members are waiting to hear back from us, and first lead group meeting tentatively scheduled for mid-October*).

Next steps

- A first meeting for the Lead Group is scheduled to take place in early to mid-October.
- A communications plan has been prepared (refer Appendix 3). Note that there are no proactive communications planned during a large part of Phase 2. However, once the shape of Phase 3 emerges, Council will be able to share information with the wider community on next steps.
- Phase 3, i.e. the actual engagement with the community is not likely to get under way until early 2021.

PROJECT DOCUMENTATION

Appendix 1: Proposed Lead Group members **Withheld under 7(2)(a) of the LGOIMA**

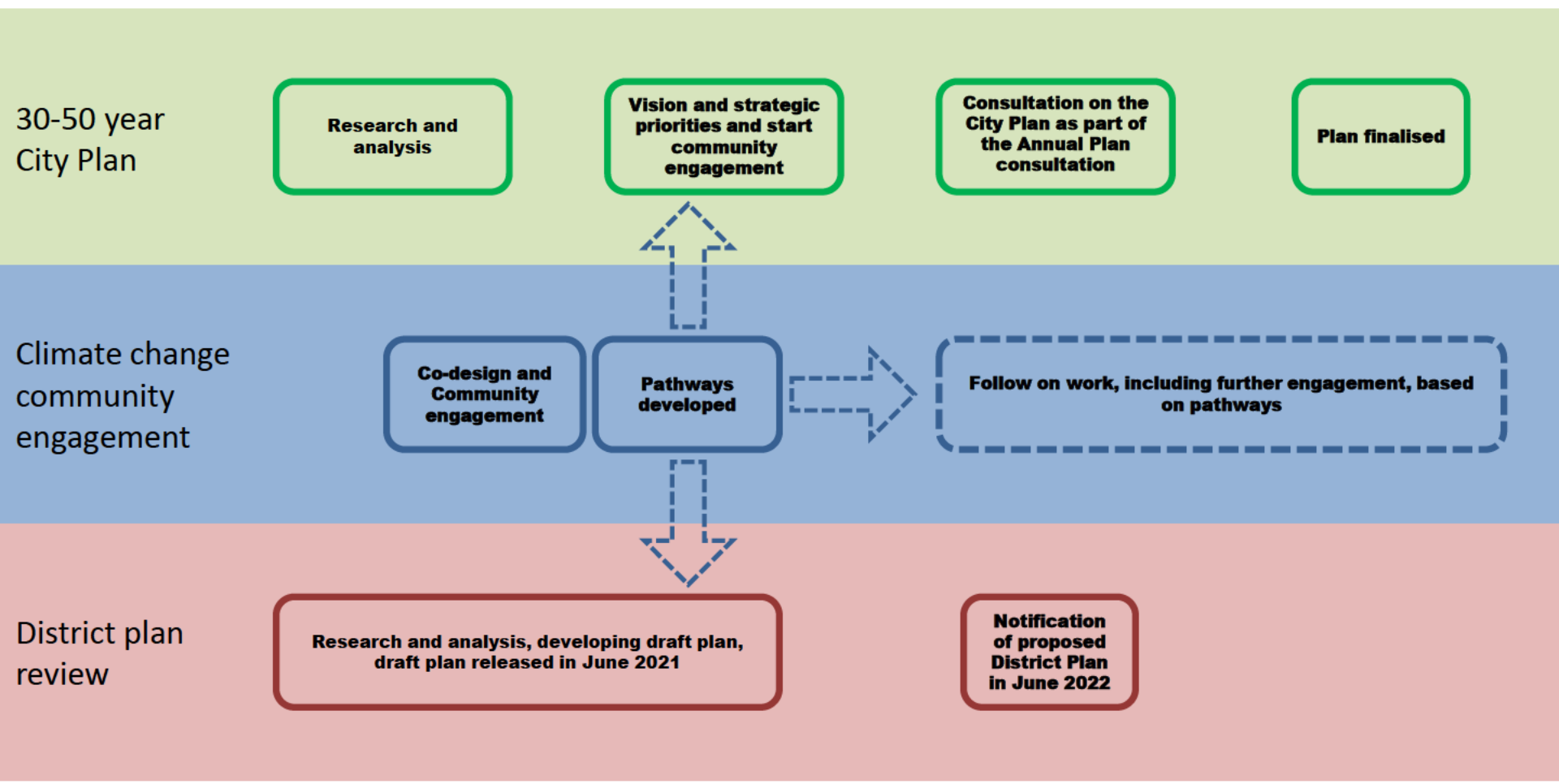
Appendix 2: High level linkages between key HCC projects

Appendix 3: Communications and Engagement Plan

Appendix 4: Project Plan

Appendix 5: Co-design process overview and role of lead group

High level linkages between key HCC projects



DRAFT COMMUNICATIONS AND ENGAGEMENT ROLLOUT PLAN



CLIMATE CHANGE

Project Sponsor: Jörn Scherzer, Manager Sustainability and Resilience

Project Lead: David Burt, Senior Advisor, Sustainability and Resilience

C & M contact: Grace Christison, Communications Advisor

Timing: 2020-2021

BACKGROUND

The changing climate will have a significant impact on New Zealand. The majority of New Zealanders live close to the coast-line so this matter is important to us not only as a community but also as a country. Climate change will affect our economy, environment and way of life. We are uncertain about the pace and scale of future change. We do know that planning for the future means planning for a different climate.

The government has introduced a climate change programme to help New Zealanders reduce their emissions and develop resilient communities that can adapt and mitigate the impacts of climate change.

Councils are facing growing pressure to address issues around coastal hazards and the threat of rising sea levels and erosion, as well as manage council assets and protect the interests of property and business owners.

Hutt City Council has adopted a zero carbon policy and declared a climate emergency. Implementation plans for these are underway.

PROJECT OBJECTIVES

We are interested in exploring a new approach for community engagement as part of the work to adapt to Climate Change impacts and transition to Carbon Zero in Lower Hutt.

Discussing the effects of both of these topics and their impact on our community is highly complex with a broad spectrum of opinions, value sets, interests and potential actions. Outcomes of these discussions are likely going to have far reaching and significant implications for current communities as well as future generations.

We want to undertake a co-design and co-development approach to create potential options for the region's response to both challenges, with a horizon for changes in the region over the next 100 years (i.e. a roadmap).

Co-design is an alternative to traditional workshops and consultation. It's based on the idea of working with communities and partners to design solutions to challenges, rather than working in (relative) isolation and presenting findings for discussion/consultation.

The purpose of this engagement plan is to:

- encourage co-design with people about the context of the work that will be undertaken and why it is necessary at this time;
- help develop a shared understanding of what potential adaptive measures there are to address sea level rise and related problems and the time-frames that may be appropriate;
- identify additional work that may be necessary for communities and council to reach agreement on what preferred adaptive solutions are appropriate and other substantive issues such as how the identified solutions may be implemented and what the costs might be;
- work with communities, local authorities and central government to identify the range of costs that may be involved with the strategies identified to address sea level rise;
- engage with the whole community about climate change and carbon zero with targeted conversations with key areas

AUDIENCE

Lower Hutt residents are more diverse than the rest of the Wellington region in terms of ethnicity. There are many families with young children. In fact, family units are more likely to be made up of a couple with children than the rest of Wellington. We know that people lead busy lives, especially those with young families. Many Lower Hutt residents commute to Wellington CBD and other areas for work. Significant groups of people no longer get their information from traditional media and many don't perceive any connection to local government or give its impact in their lives a second thought.

In past consultations with the community, respondents have tended to be from the older demographic. A key focus of this engagement approach will be to reach and engage those parts of the community that we don't traditionally get high levels of engagement from – specifically, young people, people with disabilities and minority ethnic groups.

STAKEHOLDERS	INTEREST	NOTES
Hutt City rate payers and residents	Want to see good use of rates and that all practicable action is being taken to offset sea level rise Will want to understand building requirements Want to see a successful Hutt City and economic development Housing supply meets demand	

Current asset owners	Need to be informed and feel engaged in the process to identify strategies Opportunity to sell (LIMs information), value for land Opportunity to stay	Concerned about protecting their asset and retaining value, ability to sell, insurance - premiums and ability to get insurance
Iwi	Need to be informed and feel engaged in the process, assets protected	Meeting with Iwi early on – continue to build relationship and establish joint comms
General public regional	Interested in climate change Opportunity to raise awareness across the region and presented a co-ordinated approach	Information
Businesses	Interested in the impact on their businesses Will want to know how they can be involved or contribute to solutions	Economic impact Retaining value in their business
Hutt City Councillors and other key stakeholders	Decision makers Impact on Long Term Plan, District Plan etc Need to know about consultation process	Will need to be able to speak on behalf of Council May be part of community engagement Economic, social and environmental impact will be of interest Cost to address Lobby central government for investment
HCC staff	One of Council's and the Region's key strategic projects Interested in the approach Need to know about any impact on the way they work	Will need to be able to speak on behalf of the Council
Media	Will be interested in findings and approach to address	Will be interested in report and Vulnerability Assessments and impact, also on solutions Environmental impact Economic impact Social impact
Recreational/environmental groups	Will be interested in findings and approach to address	Work closely with GWRC keeping communications open and raising queries as they arise
Community groups, Schools	Will be interested in findings and approach to address	

Insurers/lenders/developers	Will be interested in findings and approach to address	Risk of insurers raising premiums or withdrawing Lenders may withdraw Developers will want to understand implications on their business activities
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Ethnic breakdown

In numbers, Lower Hutt has the highest number of people identifying as Māori while Porirua has the highest percentage of people identifying as Māori.

In Lower Hutt, the number of people identifying themselves as having Māori descent increased by 3,861 between 2013 and 2018.

In Lower Hutt 18.4% noted their ethnicity as Māori.

The dominant language spoken at home, other than English, in Lower Hutt is Te Reo Māori, with 4.7% of the population, or 4,929 people speaking this language at home. Between 2013 and 2018 there was an increase in the number of people speaking Te Reo Māori.

In the 2018 census, 12,003 or 11.5% of the total population of Lower Hutt identified as Pasifika.

Suburb breakdown

Ward	Total Population	%
Central	17265	17%
Eastern	17670	17%
Harbour	18654	18%
Northern	16032	15%
Wainuiomata	18561	18%
Western	16353	16%

Other audiences

- Key stakeholders – community groups, businesses, other councils, environmental groups, chamber of commerce, lobby groups and residents associations, etc. will be concerned about how the programme of work will affect their interests.
- Staff – will be expected to deliver the work programme so it's important that they understand Council's vision and rationale. Will also be great advocates for the wider story, given the tools to do so.
- Key partners – Local iwi with mana whenua status and urban marae. Also councils with whom we operate shared services

RISKS AND MITIGATION

A further risk and mitigation table will be created separately from this plan.

RISKS	LIKELIHOOD	IMPACT	MITIGATION
Lack of alignment with other engagement underway or planned	Medium	Medium	Continued discussions with other divisions about alignment

RISKS	LIKELIHOOD	IMPACT	MITIGATION
			opportunities. Led by project manager.
Engagement fatigue	Medium	High	Continued discussions with other divisions about alignment opportunities. Led by project manager.
Low levels of engagement by the public	Medium	Medium	A combination of communications channels will be used to reach as many people as possible
Contentious issues	High	Medium	Open, honest and clear communication with the community.
Content deadlines and signoff processes	Low	High	Having a clear agreed timeline if deadlines are missed then the project is compromised.

APPROACH

Phase one - set up and pre-design: we created a long list of individuals, stakeholders and third parties who should be involved in the set-up of a “Lead Group” which provides direction and guidance for the co-design process.

Phase two - Engagement design and preparation: this phase contains three key elements; Lead Group management, engagement planning, and stakeholder engagement. During this phase the actual design for the community engagements will be developed using a co-design process with the Lead Group. The aim is to create a meaningful and inclusive engagement experience that delivers the desired outcomes.

Phase three - Engagement delivery: this phase refers to the actual “community co-design” using a series of engagement workshops. To ensure the actual engagements are delivered in line with the key principles of co-design and achieve your desired outcomes, deliberate facilitation by experienced facilitators is required. The model includes delivery of engagements by Creative HQ’s experienced facilitators (or training of local facilitators who run the individual engagement sessions following a “train the trainer” workshop with Creative HQ). **This is where the Communications and Engagement plan ‘kicks off’**,

Phase four - Debrief and post engagement activities: it is important to recognise that the overall initiative does not finish with the successful delivery of the engagement. For us to get full value out of the proposed community engagement the debrief and post engagement phase covers the design and

creation of artefacts needed to take the outcomes of the community co-design process forward. It also includes debrief sessions with all key stakeholders to reflect on the engagement, and to uncover valuable insights that will help to inform the next phases.

OUR ENGAGEMENT ROLE

We will:

- Build awareness of the Climate Change project
- Maintain the confidence of the community
- Engage the community around milestones as they are released

Our approach to communications will complement the lead group's engagement strategy. It will utilise a number of channels and be:

- Informed by the lead group and led by Creative HQ;
- carefully planned, consistent with other projects and other council work in the climate change space;
- aligned with the increasing level of maturity of the conversation with stakeholders that will occur as the process occurs;
- science-based, planned and informative;
- focused on bringing communities with us on the journey to identifying solutions.

It is important that we are able to develop a high-trust environment with our partners, all our stakeholders and, especially the residents, business owners and others with a cultural, social or financial stake in the communities that we engage with.

Between now and completion the engagement strategy will tell an unfolding story of progress, which will be told piece by piece at regular opportunities via a broad range of media. The plan will be updated throughout the process to reflect the ongoing milestones and will maintain the awareness and engagement of the project, as well as maintain and create community support.

There will be both general communications and specific engagement with key stakeholders approach during 2020 and 2021. A key feature of the ongoing communications will be an updated/dedicated project website and branding that will endure through the lifetime of these projects.

The general engagement communications during phase three includes:

- An updated website and branding that will endure through the lifetime of the project.
- More "ambient" marketing, such as billboards, phantom billstickers, portable displays.
- Continued presence in the media.
- Specific engagement activities and events.

KEY MESSAGES

To be established by the lead group

ROLES AND RESPONSIBILITIES

To be established by the lead group

RESOURCES AND BUDGET

GL code: 7301

TIMELINE

Tuesday 22 September	CLT meeting
Second week of October	Lead Group meeting
First week of November	Lead Group meeting
Last week of November	Lead Group meeting

SIGN-OFF

WHO	David Burt	
WHO	Jörn Scherzer	
WHO	Caryn Ellis	
WHO	Representative of Creative HQ	
WHO	Helen Oram	
WHO	Jo Miller – Final sign off	

APPROACH AND OBJECTIVE	Y/N	ACTIVITY	MEDIUM	COST	TIMING
Build awareness of the Climate Change project	<input type="checkbox"/>	(Using more than just words to tell the story)	<ul style="list-style-type: none"> ▪ Update the webpage ▪ Video and engaging photography ▪ Project information 	Photography and videography: Internal or via Mark Tantrum, requires a quote	
	<input type="checkbox"/>	Project branding	<ul style="list-style-type: none"> ▪ Existing council branding with emphasis on engaging photography. 	Design costs: \$70 – \$90 an hour or covered in retainer	As required
	<input type="checkbox"/>	Targeted, regular promotion	<ul style="list-style-type: none"> ▪ The recommendation is to have a consistent presence across all of our external channels – including Rates Inserts, Hutt@Heart and Social Media. ▪ Social Media advertising ▪ Posters and flyers at pools and libraries 	Facebook: \$250-\$500 Neighbourly: \$380.80 Printing costs	As required
	<input type="checkbox"/>	Engagement opportunities	<ul style="list-style-type: none"> ▪ Create a digital engagement platform ▪ From time to time, one-off or ad-hoc activities will be developed to support 	Separate communications planning and costs should be evaluated for these activities as and when required.	Ongoing
	<input type="checkbox"/>	Ambient Marketing	<ul style="list-style-type: none"> ▪ Currently there is no static display for the HCC's climate change work. The suggestion is that we create a portable display that can be featured at events, displayed at libraries and other 	Portable display requires quote. Signboards: \$890 a	

			<p>community hubs throughout the city. Similar to what we do with RiverLink</p> <ul style="list-style-type: none"> ▪ Billboards /posters, to provide an ambient marketing presence 	<p>week</p> <p><u>Phantom billstickers:</u> quote required</p>	
	<input type="checkbox"/>	Media	<ul style="list-style-type: none"> ▪ Regular releases ▪ Strategic proactive media ▪ Paid advertorials in publications 	<p>Paid advertorials: various</p>	Ongoing
Maintain the confidence of the community.	<input type="checkbox"/>	Project Package	<ul style="list-style-type: none"> ▪ Information pack of key material, key decisions to date, and key dates 	<p>Pending</p>	
	<input type="checkbox"/>	Website	<ul style="list-style-type: none"> ▪ Updated Q & A's ▪ Project news ▪ Milestone updates 	<p>Internal</p>	
	<input type="checkbox"/>	Targeted, regular promotion	<ul style="list-style-type: none"> ▪ Rates Inserts, Hutt@Heart and Social Media. ▪ Social Media advertising 	<p>Facebook: \$250-\$500 Neighbourly: \$380.80</p>	Ongoing
	<input type="checkbox"/>	Media	<ul style="list-style-type: none"> ▪ Regular releases ▪ Strategic proactive media ▪ Paid advertorials in publications 	<p>Paid advertorials: various</p>	Ongoing
	<input type="checkbox"/>	Report on outcomes	<ul style="list-style-type: none"> ▪ Letter to residents, commuters and businesses 	<p>Pending</p>	As required

Engage the community around milestones as they are released	<input type="checkbox"/>	Video on the phasing and progress of the project	<ul style="list-style-type: none"> English/Maori version 	Videography: Internal or via Mark Tantrum, requires a quote	As required
	<input type="checkbox"/>	Targeted, regular promotion	<ul style="list-style-type: none"> Rates Inserts, Hutt@Heart and Social Media. Social Media advertising 	Facebook: \$250-\$500 Neighbourly: \$380.80	As required
	<input type="checkbox"/>	Media	<ul style="list-style-type: none"> Regular releases Strategic proactive media Paid advertorials in publications 	Paid advertorials: various	As required
	<input type="checkbox"/>	website	<ul style="list-style-type: none"> Update the website with milestone overviews and links to video 	Internal	As required
	<input type="checkbox"/>	Radio advertising	<ul style="list-style-type: none"> Radio advertising could be used as we reach milestones and promote subsequent events. 	\$422 est.	As required
	<input type="checkbox"/>	Ambient Marketing	<ul style="list-style-type: none"> Shop front presence. 	Internal + Print.	As required
	<input type="checkbox"/>	Liase with business owners and residents	<ul style="list-style-type: none"> Mail out Media Release 	Pending	As required

APPENDIX 4: PROJECT TOR

Engaging with Lower Hutt communities on climate change

Date created	April 2020
Publication date	
Review period	
Executive	Helen Oram, Director Environment and Sustainability
Approved by	

Version	Author	Date	Description
V0.1	David Burt/Jörn Scherzer	28 April 2020	Draft
V0.2	David Burt/Jörn Scherzer	15 May 2020	Draft
V0.3	David Burt/Jörn Scherzer	23 June 2020	Draft
V0.4	David Burt/Jörn Scherzer	20 August 2020	Draft

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1 BACKGROUND

Climate change will have significant impacts on all New Zealand communities far into the future, through higher temperatures, sea level rise, and increased rainfall intensity.

Lower Hutt, has several extensive low lying areas that make the city more exposed to sea level rise and related effects than many other New Zealand communities. These at risk communities are primarily coastal suburbs and comprise Petone, Alicetown, Seaview, Gracefield, Moera and Eastbourne and the Eastern Bays.

Climate change can only be addressed in two ways. One of these is mitigation, reducing the level of greenhouse gases (“carbon”) emitted, thereby minimising future impacts. The other is adaptation, responding to impacts (such as sea level rise) that are already locked in by past global emissions but which have not yet occurred.

The very significant threat posed by climate change is now well recognised. Actions are underway to address it on many levels, internationally, nationally, and locally. Hutt City Council has also taken a number of steps, including declaring a climate change emergency, and undertaking a number of organisation-focused work streams to act on the climate change challenge.

However, in order to be effective, Lower Hutt as a whole must reduce its emissions, and the city must begin the work to adapt to the impacts of climate change. To do this effectively, community engagement is required. And to deliver an effective engagement process, a decision has been made to utilise a facilitated co-design framework, as this is expected to result in richer and deeper community engagement than a traditional consultation process provides. By improving community involvement and buy-in, it is more likely to deliver more durable outcomes (eg more clarity on directing investment in line with community desires).

2 OBJECTIVES AND OUTCOMES

In this project, HCC will engage with the Lower Hutt communities, via a co-design approach, on how to reduce the city’s emissions to net zero by 2050, and how to adapt to sea level rise and related impacts that will occur over the next century.

Both these work-streams will inform future Council decision-making and investment in this important area, through key documents such as the City Plan, Long-Term Plan [LTP] and the District Plan [DP].

The objectives of the project are:

- To establish a Lead Group to co-design the community engagement process
- To undertake the community engagement process
- To develop and disseminate material to aid the understanding by Lower Hutt communities of the current and likely future drivers for and the impacts of, climate change.
- In respect of adaption focused work to address climate change impacts:
 - To begin the conversation with the communities that will be affected about the necessity for the work, the hazards that they will face and the things they value about the impacted areas. [DP]

- To hold a workshop to upskill the relevant Hutt City staff about the ways in which infrastructure and other assets will be impacted and to start the process around planning to manage the threat [LTP].
- To ensure that the communities understand the next steps in the process.
- In respect of mitigation focused work to address climate change impacts
 - Develop a pathway or other material that identifies or clearly signals the direction of travel towards the goal of a Lower Hutt Carbon Zero future by 2050 or earlier.
 - To the extent possible, agree on specific actions that partners and stakeholders can implement that will contribute toward the achievement of this goal.

The project will be successful if:

1. The Lead Group co-designs a robust and effective plan to inform and engage the Lower Hutt community about the threat that climate change impacts pose and the importance of effective adaptive and emission-reducing measures that will produce a more resilient city.
2. At the completion of the project, Lower Hutt residents, business owners, HCC and mana whenua partners and other stakeholders:
 - In the identified parts of the city that are at risk from sea level rise and related effects [i.e. Petone/Alicetown, Gracefield/Seaview/Moera, Eastbourne and Eastern Bays], are aware of the challenges their communities face in terms of this issue and of the legal framework that HCC is obliged to work to in this area.
 - These communities are aware of the hazards that sea level rise will bring and what things they value that will consequentially be at risk.
 - In the wider Lower Hutt community have a better understanding of the threat that climate change impacts will pose to the functioning of the City in future.
 - In the wider Lower Hutt community, have an understanding of the individual and collective actions that could see Lower Hutt transition to a zero carbon emissions economy by 2050 or sooner.
 - In the wider Lower Hutt community, collectively develop a pathway to achieve a city-wide zero carbon emissions status is developed that has community buy-in

This will enable Council officers to:

- Use the information to inform the development of the Natural Hazards Chapter of the District Plan Review
- Consider what the next steps should be to further develop the preferred community adaptive strategies to address the threat to communities by sea level rise and related effects
- Produce a report for Council relating to the implementation of the pathway that will take Lower Hutt to – or substantively towards - a net Zero Carbon status by 2050 or earlier.

The deliverables from this project are

- From the communities that will be at risk from sea level rise and related effects in future, a pathway or pathways to identify the process that will subsequently see preferred adaptive

strategies identified. These will in turn, inform subsequent Council planning and decision-making and

- From the wider Lower Hutt community, a pathway (or substantive progress towards one) that provides the direction for the achievement of a net Zero Carbon Lower Hutt by 2050 or earlier

3 STRATEGIC CONTEXT

This project will align with the principles in HCC's Community Engagement Strategy 2011-12. The Vision for this strategy is "to empower the communities of Hutt City to participate meaningfully in shaping Hutt City's services, facilities and policies, helping to make Hutt City a great place to live, work and play".

The Council is committed to the principles of the Treaty of Waitangi – Te Tiriti o Waitangi - and so will partner with Mana Whenua in this project. More specifically, the Port Nicholson Block Settlement Trust, the Wellington Tenth Trust and the Te Runanga o Te Atiawa ki te Upoko o Te Ika a Maui will be invited to join us on the journey.

The project aligns with Council's previous commitment to develop a city-wide carbon reduction plan (see LGNZ Climate Change Declaration 2017).

The extended scope and sphere of influence of climate change poses particular challenges in respect of the community engagement processes that are at the core of the project. The impacts will not only affect everyone in Lower Hutt - with those who are most economically disadvantaged typically the most affected – but it is intergenerational in its reach.

The co-design framework chosen for this work, because it focuses on building and utilising collaboration between people who will be affected by the challenge to lead and guide the design of the work, is therefore best suited to address the problem from the community's perspective

In addition, because the adaptation (to sea level rise) focused work-stream is undertaken, in part because of the obligations that the Council has under the New Zealand Coastal Policy Statement (2010) the approach used will broadly follow the relevant sections of the Ministry for Environment Guidance document ["Coastal Hazards and Climate Change: Guidance for Local Government" MfE (December, 2017)].

4. PROJECT SCOPE

4.1 SCOPE RELATING TO BOTH ADAPTATION AND MITIGATION

- In Phase 1 [Pre-Design]:
 - Lead Group established
- In Phase 2 [Co-Design of the Community Engagement Process]:
 - Collateral developed for and a decisions made by, the Lead Group about, the viability of running the two project work-streams co-jointly
 - Engagement design completed and agreed by the Lead Group

- Community engagement workshops prepared
- In Phase 3 [Community co-designed engagement takes place]:
 - Co-created adaptive response(s) identified to the challenge posed by sea level rise and related effects
 - Pathway to a net Zero Carbon Lower Hutt by 2050 articulated
- In Phase 4 [Post Engagement]:
 - Outputs from the engagement are collated and recorded in a format that enables their subsequent use/implementation
 - Stakeholders debriefed
 - Report to the elected members all results from engagement
 - In conjunction with colleague stakeholders, develop recommendations to report to elected members.
 - Using the relevant outputs to inform the development of the District Plan Review process

4.2 SCOPE RELATING TO ADDITIONAL ADAPTATION FOCUSED ACTIONS – THE DEVELOPMENT OF TECHNICAL INFORMATION IN RESPECT OF ADAPTIVE PATHWAYS TO ADDRESS SEA LEVEL RISE AND RELATED IMPACTS

- In Phase 1 [Pre-Design]
 - Identify technical/engineering resource to carry out the work described below.
- In Phases 2 – 3 [Designing the Engagement, Engaging with Communities]
 - Framing the topic and presenting an overview (of the material to be presented to communities) to the Lead Group when it meets initially.
 - The development of material as agreed to inform and engage with the specified communities that are at risk from future sea level rise and related impacts. The three broadly defined areas are Petone/Alicetown, Seaview/Gracefield/Moera and Eastbourne/Eastern Bays.
 - A key medium-term outcome of work in this area will be the development, by these communities, of their preferred adaptive strategies for addressing the identified impacts. It is not however expected that this point will be reached as part of this project for three reasons.

- Firstly, the level of technically complex material that communities need to learn about, absorb and understand is significant owing to the requirements imposed by the underlying legislation¹.
 - Secondly the challenging nature of the subject matter as it has the potential to impact on subjects, such as property rights, that are held dear by society.
 - Thirdly the generally low knowledge base of many community members on this issue.
- This project, in the adaptation work-stream, will therefore focus on the short-term goal of planning the engagement work.
 - The scope of the technical/engineering work is to be finalised but may include though not be limited to:
 - Explaining the obligations of HCC around planning for the future and the necessity of moving from a time-based planning system to a dynamic adaptive pathways system to address the challenges that impacted communities will be faced with
 - Identify the threats that communities will be faced with different timelines involved
 - Understand what the community (and the organisation) values and what is at risk
 - To the extent possible, identify the treatment options and the related processes (eg possible trigger points) relating around the future development of an adaptive pathway strategy
 - Identify the planned next steps

4.3 SCOPE RELATING TO ADDITIONAL MITIGATION FOCUSED ACTIONS - THE DEVELOPMENT OF A PATHWAY TO A CITY-WIDE NET ZERO CARBON STATE BY 2050

- In Phases 2 – 4 [Designing the Engagement, Engaging with Communities]: This work-stream is relatively open-ended, with the path taken one that will be set by the Lead Group. However there will be a focus on ensuring that the outputs, in whatever the format (eg a roadmap) are able to be used by partners and stakeholders to, at the least, materially advance towards the (city-wide zero carbon) goal.
- It could include:
 - The presentation, by AECOM, of the key findings from the recent Lower Hutt emissions profile work
 - Consideration of what the range of potential emission target pathways might be
 - Identify what levers/mechanisms are available to HCC and community stakeholders such as businesses and organisations to achieve the objective, what the existing

¹ The RMA, including related instruments around the NZ Coastal Policy Statement and the District Plan Review process

constraints are and what impact the constraints have on the achievement of the objective.

- In the light of the above, identify what tools are currently available that will progress the work
- Consider how these tools could be applied in the community

4.4 SCOPE EXCLUSIONS

Regarding the reduction in carbon emissions, the project scope excludes the following:

- Implementation of emission reduction measures (as may be agreed as part of the pathway to move the city to net zero by 2050)

Regarding adaptation to climate change impacts, the project scope excludes the following:

- Implementation of (or detailed planning, costing of, and cost share of) measures to adapt to climate change impacts
- The consideration of, and implementation of:
 - Hutt River flood protection measures
 - The consideration of management responses to disasters, such as earthquakes (and consequential effects including liquefaction) and tsunamis, and human, animal and plant diseases
 - The consideration of infiltration of sea water into drinking water aquifers
 - Temperature fluctuations and related effects (droughts, increased fire risk)

5. PROJECT CONSTRAINTS AND ASSUMPTIONS

The following are project assumptions at the time of the writing of this report:

- That the increased risk inherent in a co-design process is acceptable to the organisation.
- That the adaptation focused work-stream in particular will raise challenging issues for many people, businesses and organisations in the community.
- That the necessary internal resources will be available when needed.
- That the necessary specialist, external resource will be available when needed.
- That suitable venues for the community engagement will be available when needed.

The following are project constraints at the time of the writing of this report:

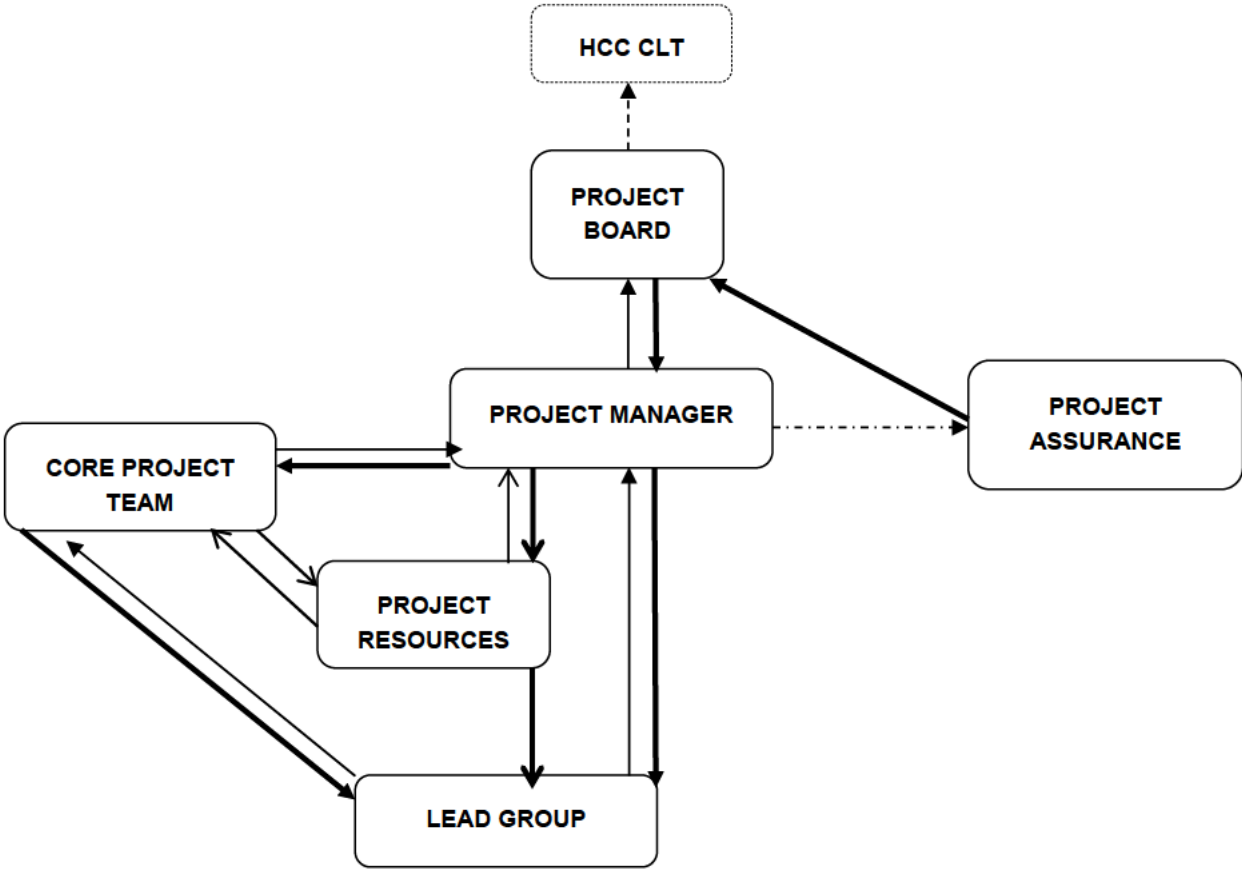
- The project will take place in the absence of a coherent strategic framework [the “City Plan”]
- Any biosecurity (eg Covid-19 pandemic) or other emergency response will take priority for organisation resources over other this work.
- The project has a limited budget.
- The work is funded on the basis that it will deliver certain outputs. Any variation to these will require the agreement of HCC
- The ability of external partners (mana whenua) and external stakeholders to have the capacity to participate in an appropriate manner (eg as part of the Lead Group).

6. PROJECT MANAGEMENT TEAM STRUCTURE

See also Figure 1

POSITION	NAME
Project Board	tbc
Project Manager	David Burt
Project Assurance	Allen Yip
Lead Group	Refer to the list of proposed lead group members
Project Team	Creative HQ Ltd [Ceara McAuliffe Bickerton] Community Engagement resource [TBC] Technical/scientific consultant to provide advice around coastal erosion and related effects [TBC]
Project Resources	<p><u>In addition internal resources will required from the following areas at different stages of the project:</u></p> <ul style="list-style-type: none"> • Wellington Water Ltd • GWRC resource • Manager Environmental Policy or delegate • Divisional Manger City Growth or delegate • Team Leader Resource Consents or delegate • Divisional Manager Comms & Marketing or delegate • Divisional Manager Strategy and Planning or delegate • Divisional Manager Regulatory Services & Emergency Management • LIS Manager or delegate • Divisional Manager Community Hubs or delegate • Divisional Manager, Infrastructure Contracts) or delegate • Divisional Manager, Transport or delegate

FIGURE 1: SCHEMATIC OF PROJECT STRUCTURE



7. ROLE DESCRIPTIONS

7.1 PROJECT BOARD

The Project Board has the following duties:

- To be accountable for the success or failure of the project.
- To provide unified direction to the project and Project Manager.
- To provide the resources and authorize the funds for the project.
- To provide visible and sustained support for the Project Manager.
- To ensure effective communication within the project team and with external stakeholders.
- Authorize any deviation if tolerances are forecasted to or have exceeded.

A Terms of Reference for the Board is under development

7.1.1 MEMBERS OF THE PROJECT BOARD

- TBC

7.2 PROJECT MANAGER

- Is responsible for the management side of the project and project team.
- Is required to implement agreed approaches and defined plans, without necessarily taking on the responsibility of ongoing refinement.
- Produces status reports, project initiation document, project closure documents, and project plan
- Has decision making authority within tolerances set by the Project Board
- Provides advice, coaching, guidance, direction, and leadership to the project team in relation to various issues, risks, activities, general management, and project approach.
- Considers synergies and interdependencies with other things going on inside the organisation, and in the wider community, and ensures that the project is aligned with that wider context, and can respond to risks and opportunities.

7.3 PROJECT ASSURANCE

- An independent review function to ensure the project is being appropriately managed given the objectives that have been set for it and the relevant organisational standards and policies

7.4 PROJECT LEAD GROUP

- To determine if the two project work-streams are able to be run co-jointly using a co-design framework
- To co-design and plan the community engagement process
- To provide community perspectives and to ground-truth the project plan and its progress
- To ensure that mana whenua partners and a wide range of community stakeholders have the opportunity to provide input into the project design and delivery and the project outputs
- To provide a forum for communities to raise issues and risks that could adversely affect the project.
- The draft Terms of Reference for the Lead Group is available at ESS35-49;DIV/20/4988;DOC/20/42399

7.5 PROJECT TEAM

The project team's role is to contribute to project outcomes by

- Delivering project inputs and outputs (project products) as defined by the project management team, including information, discussions, reports.

- Production of project products defined by the Project Manager to an appropriate quality, in a set timescale and at a cost acceptable to the Project Board.
- Reports to, and takes direction from, the Project Manager.
- Identify and advise the Project Manager of any issues and risks associated with the project.
- Pass back to the Project Manager products that have been completed and approved in line with the agreed Work Package requirements.
- Ensure that the quality activities relating to the team's work are planned and performed correctly and are within tolerance.
- Manage specific issues and risks as defined by the Project Manager.
- Assist the Project Manager in examining issues and risks.
- Additionally, a range of external (Wellington Water Ltd, GWRC) and internal (HCC) resources will be required at different stages of the project to:
 - ensure issues important to HCC and our infrastructure partners (eg Wellington Water) relating to and/or arising from the project are considered as part of the project (insofar as they are within the project scope)
 - provide expert advice/input as appropriate.
 - facilitate socialisation of project progress in the organisation.
 - provide an operational linkage to ensure that wider council strategic and other issues relevant to the project are included and managed.
 - Note: HCC Divisional resources may be required to answer public queries or OIA requests if necessary.

8. QUALITY MANAGEMENT STRATEGY

- The project objectives will be agreed by the Lead Group and the Project Board.
- The project outputs related to the adaptation focused work will be agreed as being appropriate with respect to the upcoming District Plan Review process by the District Plan Review Team Manager or delegate.
- The project outputs related to the mitigation focused work will in whatever the format (eg a roadmap or pathway) be able to be used by partners and stakeholders to, at the least, materially advance towards the (city-wide zero carbon by 2050) goal.

9. BUDGET MANAGEMENT

Budget for this project will come from the Sustainability and Resilience team cost centres, and all existing delegations remain. All costs will be approved by the appropriate budget holder before being committed to. No new financial delegations are required.

10. RISK MANAGEMENT STRATEGY

As noted [#1.1 above], honouring the spirit of co-design will so will require some degree of power-sharing with the Lead Group if the project is to be successful. As a consequence, the use of a co-design framework does, compared to traditional project management operations, potentially carry some additional risk, but most of this can be mitigated by three measures.

Firstly, when the Lead Group first meets any constraints that are operative – including the budget and potentially the project objectives and outputs – are identified so the Group has the option of deciding whether or not to proceed if changes to these are not possible

Secondly, should the Lead Group believe that additional or different objectives are appropriate, then the process would see the proposed changes taken to the Project Board (or escalated) for a decision. In essence this would provide HCC, as the funder, to approve or not the revised objectives/outputs.

Thirdly, the Project Board will provide the necessary level of active oversight to the project that will ensure that ratepayer funds are spent on, and in accordance with the agreed work plan. In addition, Creative HQ, as the firm employed to provide facilitation and expertise around the application of co-design to the project, has a significant professional and reputational investment in the success of the work.

Given these measures, any residual risk applying to the use of a co-design framework therefore relates to the way in which the project is implemented and managed and so is not substantively different from other projects in the HCC portfolio.

More generally project risks will be managed in accordance with HCC's risk management framework, with the input of the Risk and Assurance Manager.

A list of risks and their associated assessment is available at ESS35-49;DIV/20/4987;DOC/20/42474

11. COMMUNICATION MANAGEMENT STRATEGY

The design of the Community Engagement Plan will be carried out by Lead group in Phase 2 of the project, reviewed by HCC Communications Team and approved by the Project Board for implementation in Phase 3.

Plans will be vital to the success of the project and are to be written separately as part of the co-design work (in Phase 2).

Progress on the project will be regularly communicated to groups of key stakeholders, both internal (including, but not limited to: Mayor and Councillors, SLT, the project team and HCC staff) and external (including but not limited to the partner and stakeholder organisations on the Lead Group)

The Project Executive and Manager will meet with CLT as required.

The core Project Team will meet weekly, with others in the wider team asked to attend meetings as required. Minutes and action points from meetings will be made available through CM9.

The Project Board will meet monthly or as required.

Communications will be managed by the HCC Communications resource that will facilitate appropriate sign-off. Media enquiries will be managed by the HCC Communications team in line with the (initially Phase 2) Communications Plan [DOC/20/84472]

Project communications will take place through a combination of HCC channels (e-mail, Our Space, Have Your Say, briefings) and the channels open to partner and Lead Group organisations.

12. PROJECT PLAN, KEY MILESTONES AND GANTT CHART

It is proposed that the planning of the community engagement work be led and guided by the Lead Group and facilitated by Creative HQ with the project execution by the Project Manager and the Project Team.

The work is divided into four stages (Phases 1- 4):

- **Phase 1: Pre-Design.** lwi partners identified, contact made and co-design process suggested. Other external stakeholders identified and a draft Lead Group identified. Initial internal socialisation. Internal feedback obtained on proposed plan including constraints operating. Project governance group established
- Request made to CLT to approve Phases 2 – 4 of the project.
- **Phase 2: Co-design of the community engagement process.** Lead Group develops the engagement process to be used in Phase 3.
- **Phase 3: Community co-designed engagement takes place**
- **Phase 4: Report written and project complete.** Outputs from the engagement are collated and recorded in a format that enables their subsequent use/implementation.

A summary of the possible outputs from the three workshops is provided in the Key Milestones Table

STAGE	BASELINE COMPLETION DATE – <u>TBC</u>
Phase 1: Pre-Design	September 2020
Phase 2: Designing the Community Engagement process	November 2020
Phase 3:Community Engagement processes carried out	February /March 2021
Phase 4: Report writing and project completion	April-June 2021

Detailed information about the required actions and outcomes for the work is found in the separate Gantt chart.

13. PROJECT CONTROLS

The Project Board is delegated by t CLT to ensure the project operates within budget, scope and quality.

The Project Board delegates the Project Manager to deliver the agreed outputs within the project budget, scope and quality

Hutt City Council Climate Change Impact and Transition to Carbon Zero Co-Design


THE WORK

Hutt City Council (HCC) are interested in exploring a new approach for community engagement as part of the HCC's work to adapt to Climate Change impacts and transition to Carbon Zero in your region.

Discussing the effects of both of these topics and their impact on our communities is a highly complex topic with a broad spectrum of opinions, value sets, interests and potential actions. Outcomes of these discussions are likely going to have far reaching and significant implications for current communities as well as future generations living in our region.

HCC wants to undertake a co-design and co-development approach to create potential options for the region's response to both challenges, with a horizon for changes in the region over the next 100 years (i.e. a roadmap).

THE APPROACH - four phases

Early June 2020 TBC	June – August 2020 TBC	August– November 2020 TBC	November 2020 – February 2021 TBC
<p>Establish the Lead Group</p>	<p>Design the engagement</p>	<p>Conduct the co-design engagement</p>	<p>Post engagement recommendations</p>
<p>Establish a Lead Group of representatives from the Hutt community who can guide and shape the work to give us the greatest chance of buy-in, acceptance and, ultimately, success.</p> 	<p>Working with Creative HQ and HCC, the Lead Group design what the co-design engagement will look like; who should we engage with, how, how often, and when?</p>	<p>Conduct the co-design engagement as per the plan created by the Lead Group. All engagement will be designed to create environments where people and groups can contribute in a way that works for them., and will transition from the valuable conversation, into content creation.</p>	<p>Taking the output from the engagement, creating the Roadmap that HCC needs to build a robust plan and take the outcomes from the co-design engagement forward and answers the headline question: "What will we do in response to this challenge?"</p>

THE LEAD GROUP

It is important the Lead Group represents the Hutt Valley Community well. We are canvassing the most diverse individuals, entities and organizations who are active and influential in the Hutt Valley community, as potential members of the Lead Group.

It is our aim for the Lead Group to be made up of about 12 members of the Hutt Valley community who feel a connection to the kaupapa, understand and have influence in their elements of the community, have a willingness to engage, and can help us achieve sustained change now and into the future.

Hutt City Council Climate Change Impact and Transition to Carbon Zero Co-Design

WHAT THE LEAD GROUP IS AND ISN'T

The Lead Groups' job is to steer, guide, shape and inform what the community co-design engagement approach is.

Under the guidance of Creative HQ and HCC, the Lead Group will be responsible for creating a co-design engagement plan that best serves the Hutt Valley community.

The Lead Group will help to answer questions including (but not limited to):

- Who should we engage with?
- How often?
- Where?
- What questions should we ask (and shouldn't)?
- What information, expertise, or knowledge should we use to catalyse, inform, and stimulate the community engagement?

The Lead Group should see themselves as champions of the work; being prepared to reflect on their community knowledge and also reach back in to their communities to garner support before and during the co-design engagement.

The Lead Group is *not* a working group to organise or facilitate the community co-design engagement.

REQUIRED COMMITMENT OF THE LEAD GROUP

The indicative plan for the Lead Group revolves around **three half day workshops**. Between these workshops there may be a requirement for additional time but this would be based on availability.

The structure of these workshop, while to be defined, will likely look like the following:

Workshop 1

- Getting to know each other and building trust
- Estbalishing our tikanga
- Defining the success metrics for the co-design
- Mapping out all elements of the the community
- Identifying all known constraints and connected pieces of work and initiatives.

Workshop 2

- Mapping out key questions we want answers to
- Identifying specific expertise or knowledge we want to 'tip in'
- Identifying specific groups we want to engage, and how
- Initial draft of co-design engagement plan.

Workshop 3

- Testing and finalising key questions
- Finalising required expertise and knowledge
- Refinement of co-design engagement plan
- Identify capability and people required to deliver
- Finalise co-design engagement plan.

4TH NOVEMBER 2020



DESIGN LOG | HCC Climate Change Co-Design
LEAD GROUP WORKSHOPS

Disclaimer

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All information captured is merely a visual representation of the Lead Group workshop which took place on 4, November 2020. It does not contain the views or position of the Hutt City Council, nor is it intended as a substitute for professional advice.

While the information in this document has been verified to the best of our ability, we cannot guarantee there are no mistakes or errors. Creative HQ reserve the right to correct this document at any given time, of which you will be promptly updated.

Document Purpose

This document serves as a record of the first **HCC Climate Change Co-Design Lead Group Workshop** which was undertaken in collaboration with key community stakeholders and was facilitated by Creative HQ.

This document is not intended to be a comprehensive report but a visual capture of the work done during the workshop.

Facilitators

Brett Holland
Ceara McAuliffe

Observer

Kylie Hathaway
David Burt

Participants

7(2)(a) Privacy

Apologies

Hutt City Council



Climate Change Impact and
Transition to Carbon Zero. Kia
Manawa Titi. Building a resilient city.

Co-Design, 2020

What do we want to accomplish today?

Get to know each other and feel comfortable working together

Figure out what we want to create together

Determine who we are creating for

Set ourselves up to successfully start designing in our next session



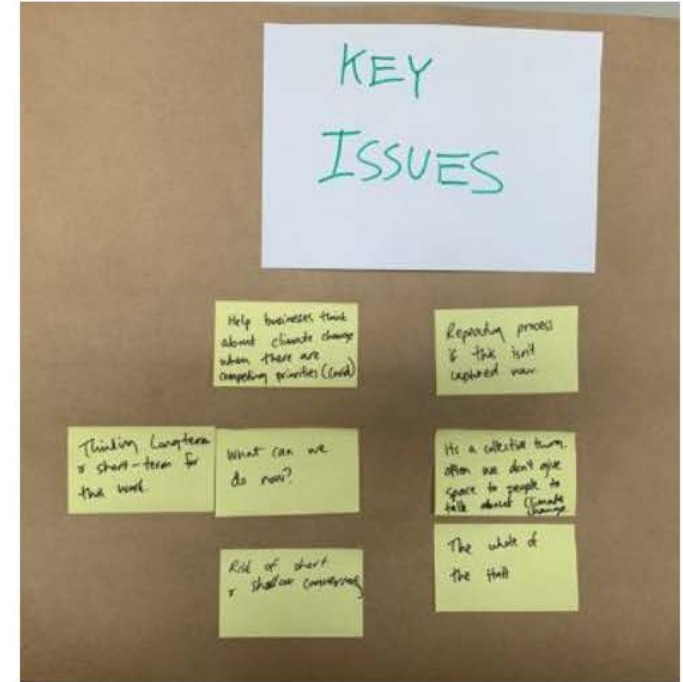
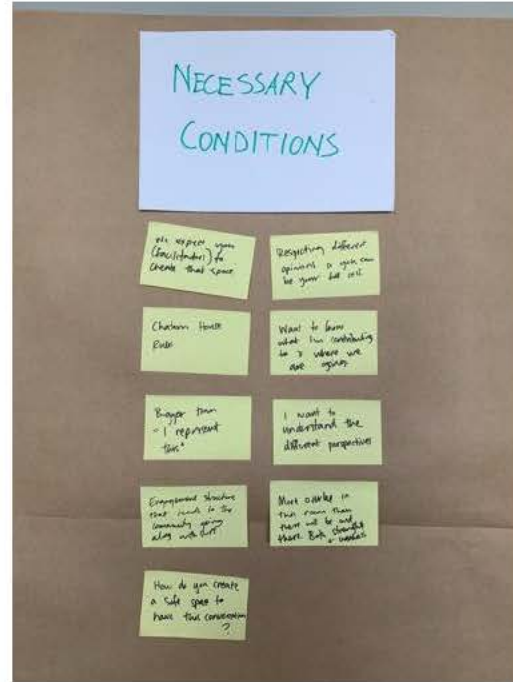
An *Ambitious* Agenda!

1. Welcome
2. Get to know each other, build trust and ways of working
3. Overview of the co-design process and timeline
4. Overview of Purpose and Objectives for this group
5. Present and discuss two potential focus areas
6. Establish a vision statement
7. Review objectives against vision (tbd)
8. Defining the success metrics our efforts (tbd)
9. Map out all elements of the community (tbd)
10. Review Needs (tbd)
11. Next steps and Reflection



What do we know of codesign?

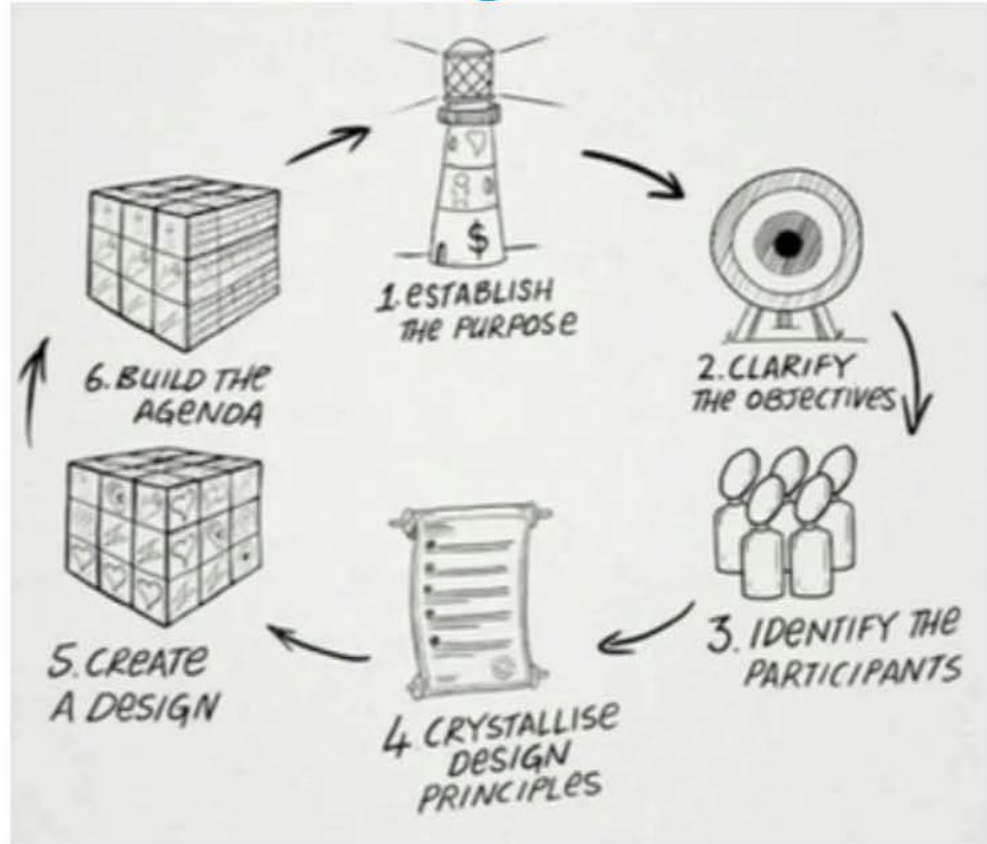
Group Chat



What we believe Co-Design is

An approach to design that involves all stakeholders in the design process to ensure the results meet their needs.

Users are 'experts' of their own experience and should be central to the design process.



Why do Co-Design?

Creating a solution to a key challenge without engaging those who will rely upon it almost guarantees that the solution will fail to meet expectations.

As the challenges get more complex, there are more ways that stakeholders can question the validity of any process that seeks to address them. The only way to get the diverse viewpoints and broad buy-in to solving complex challenges is to bring the key stakeholders into the design process and co-develop it with them.



What are we co-designing?

We are designing community engagement mechanisms (ex. workshop, campaign, challenge, other) to inform and engage our community around the issues of climate change that directly affect us.

The aim is for us to create a meaningful and inclusive engagement experience for participants that delivers the outcomes we agree upon as a group.



Our Work will be captured in the following

1. Developed and updated Design Log through our workshops
2. Detailed documentation regarding how each community engagement workshop will be delivered and what will be created



Approach and timeline

The overall process for co-design of the engagement workshops is being done in four phases (please note that dates are approximations).



The Lead Group work makes up the second phase of the project.

What will the Lead Group determine?



For the Community Engagement mechanisms:

- What is the focus?
- What outcomes do we want to create?
- Who should we engage with?
- How often?
- Where?
- What questions should we ask (and shouldn't)?
- What information, expertise, or knowledge should we use to catalyse, inform, and stimulate the community engagement?

The Purpose

- what are we looking to achieve

From the communities that will be at risk from sea level rise and related effects in the future, understand their preferred adaptive strategies. These will in turn, inform subsequent Council planning and decision- making.

From the wider Lower Hutt community, a pathway (or substantive progress towards one) that provides the direction for the achievement of a net Zero Carbon Lower Hutt by 2050 or earlier.

The Objectives (starting)



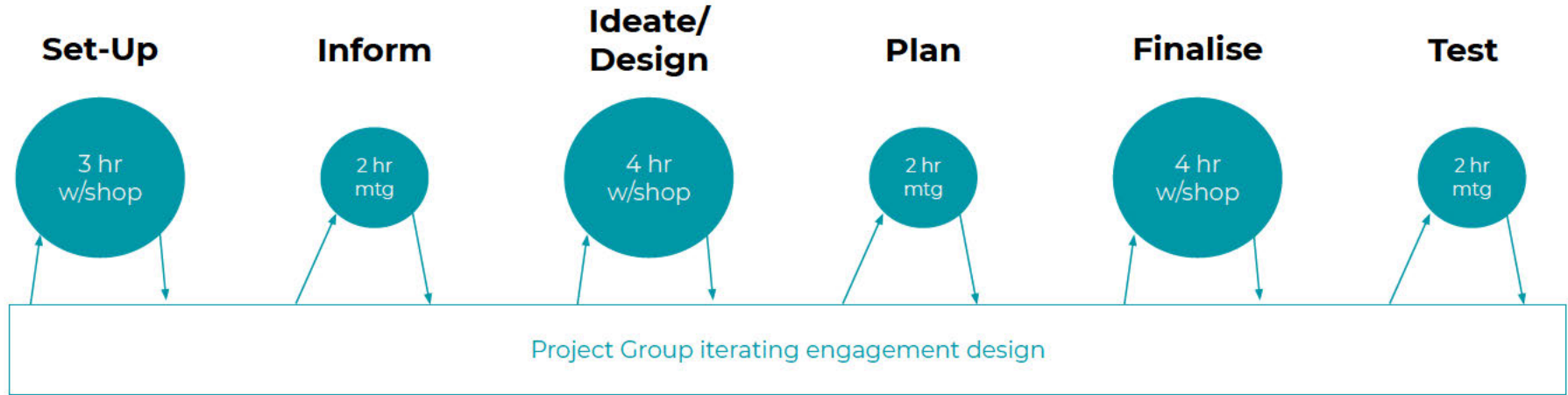
Through the community engagement workshops we will design, Lower Hutt residents, business owners, HCC, mana whenua partners and other stakeholders will achieve the following objectives:

1. Communities are aware of the issues that sea level rise will bring and what things they value that will consequently be at risk.
2. The communities have shared their preferences in terms of adaptation.
3. The wider Lower Hutt community have a better understanding of the threats to the city that climate change impacts will pose.
4. Have an understanding of the individual and collective actions that could see Lower Hutt transition to a zero carbon emissions economy by 2050 or sooner.
5. Collectively develop a pathway to achieve a city-wide zero carbon emissions status is developed that has community buy-in

The outcomes of these each of these will feed into the HCC district plan

Lead Group; *probable engagement model*

Ad-hoc engagement with Lead Group members





Design Principles We Could Use

Forward thinking - this is a long game, you need to think long term.

Plan for all of city - Fair for all, collective, collaborative.

Transformation - Think about the transformation required, be ambitious, be bold and dig into the hard stuff.

Inventive - we embrace the challenge and look at all options through creativity, inventiveness and being open-minded.

Empowerment - People who are involved feel empowered to contribute to this kaupapa.

Focus areas for work

Mitigation and Adaptation

Addressing climate change impacts on Lower Hutt and its citizens, and the need to reduce city-wide emissions, will present significant challenges over the coming decades. Council had directed officers to engage with the community on:

- how to **mitigate** current and future emissions so that the future impacts of climate changes are minimised, and
- how to **adapt** to the impacts of climate changes, such as sea level rise and related effects on at risk areas of the community

Mitigation

What do we mean by mitigation?

Who does it affect?

What do we already have/ know?

Pathway

Follow on work by HCC

Other Initiatives

Levers and Influence

What don't we have control over?



Mitigation

What do we mean by mitigation?

A human intervention to reduce the sources or enhance the sinks of greenhouse gases (GHGs)

Who does it affect?

Everyone - globally. Climate change is the exemplary global public good, because each country's emissions of greenhouse gases contribute cumulatively to the increase of the overall concentration, and each country's abatements entail higher cost than benefit, unless effective concerted collective actions take place.

What do we already have/ know?

- We know what industries are the largest emitters to the sinks of elevated greenhouse gases (GHGs) that are the cause of global warming.
- Unfortunately, because the effects are so widespread and the timelines so long, logically it is not in the economic interest of people today to address the problem *IPCC



Action in this area will contribute to...



Pathway

- Defining a pathway to get to lower emissions
 - Both private and public roles
 - Targets and phases.

Follow on work by HCC

- Our initial engagement should help us understand the core focus areas that will be needed to implement the pathway and get Lower Hutt to a Carbon Zero status.

Other Initiatives

- The group may decide there are other outcomes they want to achieve through this process.



What levers/ influence do we have?

- HCC is implementing a plan to reduce its organisational emissions to zero by 2050 (but HCC's emissions are <5% of the city-wide emissions).
- The Climate Change Response (Zero Carbon) Amendment Act 2019 saw the establishment of an independent Climate Change Commission. The Commission's work will include the preparation of emissions budgets and emission reduction plans (the first of these will be consulted on in the first half of 2021) to ensure that the NZ target of net carbon zero by 2050 can be achieved. What this means for the Council and Lower Hutt in terms of any levers that may become available remains to be seen.

What don't we have control over?

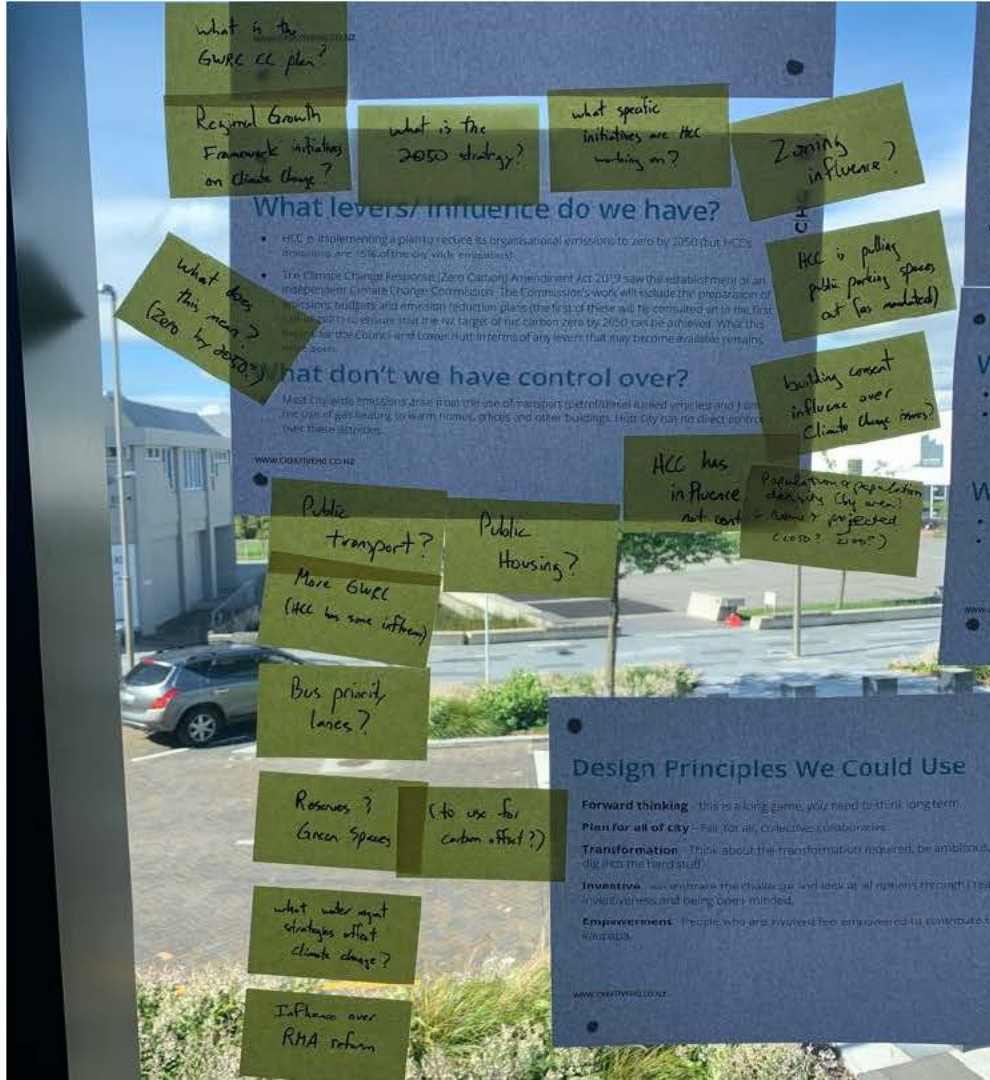
- Most city-wide emissions arise from the use of transport (petrol/diesel fuelled vehicles) and from the use of gas heating to warm homes, offices and other buildings. Hutt City has no direct control over these activities.

Mitigation

Group Chat

What else & questions?

What does mitigation mean to you in your role, industry, community?



Mitigation

Additional Information Needs identified by Lead Group

HCC:

- What specific mitigation initiatives are HCC working on?
- What influence on mitigation do HCC activities have?
 - Zoning
 - Building consent
 - Public parking
 - Public housing
 - Transportation (bus priority lanes)
 - Reserves and green spaces (for carbon offset?)
 - Water management strategy
- What influence does HCC have over RMA reform?

Region:

- What is the GWRC Climate Change Plan?
- What are Regional Growth Framework initiatives on climate change?

Long Term:

- What does “Zero by 2050” mean?
- What is the 2050 strategy?

Data Needs:

- Population density, now and projected

Adaptation

What do we mean by adaptation?

Who does it affect?

What do we already have/ know?

Pathway

Follow on work by HCC

Other Initiatives

Levers and Influence

What don't we have control over?



Adaptation

What do we mean by adaptation?

Significant future impacts (eg sea level rise) from current levels of GHG emissions are guaranteed – they are locked-in and will take effect over the coming decades and centuries. No actions we can currently take will stop this happening so actions must be taken to minimise the effects or impacts on the parts of the community that will be most affected.

Who does it affect?

Ultimately it will be felt by the whole Wellington region. However, parts of the city will be more impacted. In the case of future sea level rise those parts of the city at low elevation will be most at risk from the impacts of sea level rise directly and this challenge will be exacerbated by related effects that could include flooding and an increase in the level of the water table.



Adaptation continued



What do we already have/ know?

- We have a good level of knowledge about projected future impacts (such as sea level rise) by carrying out “modelling” studies.
- These combine known information about a hazard (such as historical sea level rise) with what is predicted to happen in future based on the science of climate change (such as the concentration of greenhouse gas - GHG - levels, the amount of warming this will cause and the sea level rise that will likely result).
- The result is a series of scenarios that show, over time, the amounts of sea level rise that are expected for different GHG levels.

We know for example that the sea level rise in Wellington Harbour is expected to be 0.12-0.24 meters above the 1995 level by 2040 and 0.38-0.5 meters above the 1995 level by 2090

- These models can be extended to also take into account other effects (such as the frequency of storm and high tide events) that will compound the problem for communities.

Action in this area will contribute to...



Informing subsequent work by Hutt City with communities about the development of preferred adaptive strategies and pathways

Under the RMA, the Council is required to implement the NZ Coastal Policy Statement (2010) which requires that they manage coastal hazard risks over a 100 year time-frame. This project will begin the process of helping our community understand the impacts that will require adaptive measures to be undertaken and understand what the key areas are for the affected communities.

Future work will engage further with impacted communities to explore the strategic adaptive options available to them, including Dynamic Adaptive Pathways Planning that considers that adaptive solutions can change over time as circumstances (and sea level rise) dictates and identifies the trigger points that signal such changes.

Developing knowledge and awareness of community about climate change and how it will impact on them and the wider city

Climate change driven impacts will affect different parts of the city in different ways but all of Lower Hutt will, in time, be affected. This project will help inform the broader Lower Hutt community about these changes and assist in developing an understanding of the effects, the ways in which the city will be impacted - information that will be important as the city considers what its adaptive action options are

Other

- The group may decide there are other outcomes they want to achieve through this process.



What levers/ influence do we have?

- Input into the Long Term Plan, District Plan, City Plan etc.
- A recent review of the Resource Management Act (RMA) saw a proposal for new legislation emerge – a “Managed Retreat and Climate Change Adaptation Act”. If such legislation is enacted it would provide clarity on a number of critical issues relating to the management of the impacts of sea level rise.

What don't we have direct influence?

- What central government might require
- Any commercial processes or outcomes including developments in the way in which the insurance industry assesses and prices risk and the influence this may have on related matters such as bank lending.

Adaptation

Group Chat

What else & questions?

What does adaptation mean to you in your role, industry, community?

How do you feel about the focusing on adaptation now?

Action in this area will contribute to...

Informing subsequent work by Hutt City with communities about the development of preferred adaptive strategies and pathways.

Under the RMA, the Council is required to implement the NC Coastal Policy Statement (2010) which requires that they manage coastal hazard risks over a 100 year time frame. This project will begin the process of helping our community understand the implications of coastal hazard risks and what the key areas are for the affected communities. Future work will engage further with impacted communities to explore the strategic adaptive options available to them, including dynamic adaptive pathways. Planning that considers how adaptive solutions can change over time as circumstances (and sea level rise) evolves and identifies the trigger points that signal such changes.

Developing knowledge and awareness of community about climate change and how it will impact on them and the wider city.

Climate change driven impacts will affect different parts of the city in different ways but all of Lower Hutt will, in time, be affected. This project will help inform the broader Lower Hutt community about these changes, and assist in developing an understanding of the effects, the ways in which the city will be impacted. Information that will be important as the city considers what its adaptive action options are.

Other

- The group may decide there are other outcomes they want to achieve through this process.

WWW.CREATIVEHQ.CO.NZ

CHG

Need a positive vision for the future

Need to understand drivers of decisions for people at risk

Need mechanisms of hope

What levers/ influence do we have?

- Input into the Long Term Plan, District Plan, City Plan etc.
- A recent review of the Resource Management Act (RMA) saw a proposal for new legislation emerge - a "Managed Retreat and Climate Change Adaptation Act". If such legislation is enacted it would provide clarity on a number of critical issues relating to the management of the impacts of sea level rise.

What don't we have direct influence?

- What central government might require
- Any commercial processes or outcomes including developments in the way in which the insurance industry assesses and prices risk and the influence this may have on related matters such as bank lending.

WWW.CREATIVEHQ.CO.NZ

CHG

Would be good to see impact measures (# of households affected)

I presume you'll quote as the sea-level rise model outputs, including worst case scenarios?



Adaptation

Additional Information Needs identified by Lead Group

Modeling Outputs:

- Sea level rise model outputs, including worst-case scenario
- Number of households affected
- Economic estimates of damage
- Economic estimates of adaptation strategies

Needs:

- Need a positive vision for the future
- Need to understand drivers of decisions for people at risk
- Need mechanism of hope



Let's Establish a Vision Statement

Vision Statement 1

Individual Exercise

Themes

- ✓ Broad engagement
- ✓ Increases community and youth awareness (risks, impacts, urgency, priorities)
- ✓ Increases uptake through delivering value for communities
- ✓ Creates positive (personal and community) action

Summary of input

- Diverse groups (business) are aware of the risks and starting to take action
- Climate change is recognized as an important and urgent opportunity
- Groups (business) engage and understand the impacts to them

A diverse range of businesses aware of the risks + starting to take their own actions to address the threats of climate change to their business

The business community recognising climate change as an important + urgent threat/opportunity for their business - one that requires new action just as Covid has.

A business community keen to engage on climate change + its impact on their business.

Vision Statement 2

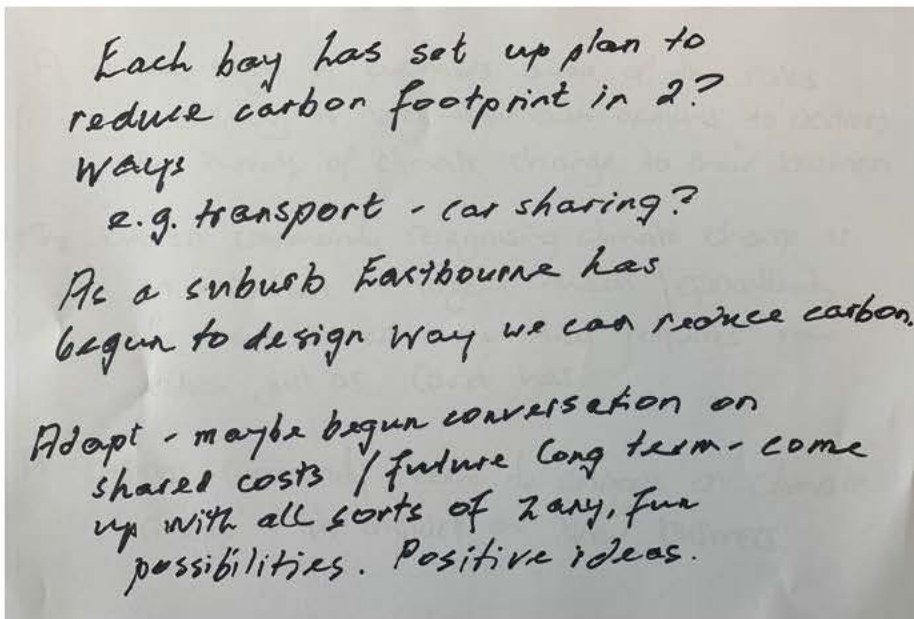
Individual Exercise

Themes

- ✓ Targeted community (or location-based) plans
- ✓ Adapt and work together
- ✓ Starts a healthy and positive korero

Summary of input

- Specific and targeted plans in place to reduce carbon footprint (transport and as community)
- Adapt together.
- Start the conversations on costs, long term outcomes and strategy



Vision Statement 3

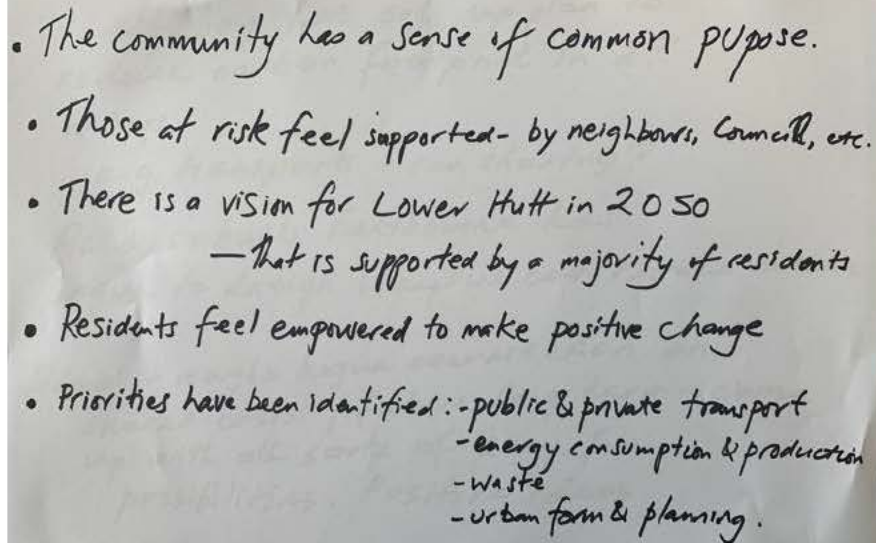
Individual Exercise

Themes

- ✓ Community has a common purpose and clear vision for 2050
- ✓ Residents feel empowered and supported to make change
- ✓ Increases community and youth awareness (risks, impacts, urgency, priorities)

Summary of input

- Community has a common purpose
- Those at risk feel – and are – supported
- There is a 2050 vision for Lower Hutt
- Residents feel empowered to make positive change
- Priorities are clear

- 
- The community has a sense of common purpose.
 - Those at risk feel supported - by neighbours, Council, etc.
 - There is a vision for Lower Hutt in 2050
— that is supported by a majority of residents
 - Residents feel empowered to make positive change
 - Priorities have been identified: - public & private transport
- energy consumption & production
- waste
- urban form & planning.

Vision Statement 4

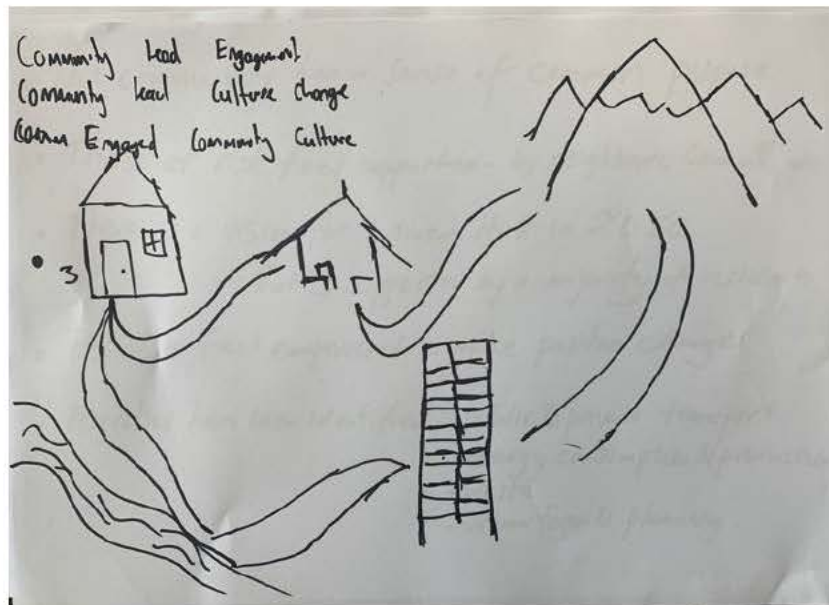
Individual Exercise

Themes

- ✓ Community led for community change

Summary of input

- Community led for engaged community culture



Vision Statement 5

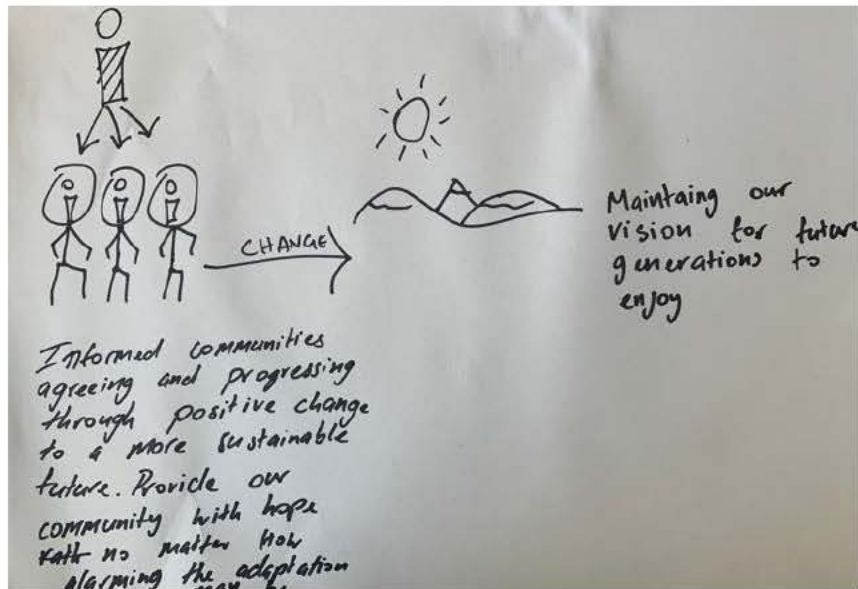
Individual Exercise

Themes

- ✓ Community has a common purpose and clear vision for 2050
- ✓ Residents feel empowered and supported to make change
- ✓ Increases community and youth awareness (risks, impacts, urgency, priorities)
- ✓ Creates positive and sustainable (personal and community) action

Summary of input

- Informed communities
- Progress positive change to a more sustainable future
- Provide communities with hope no matter how alarming
- Maintain our vision for future generations to enjoy



Vision Statement 6

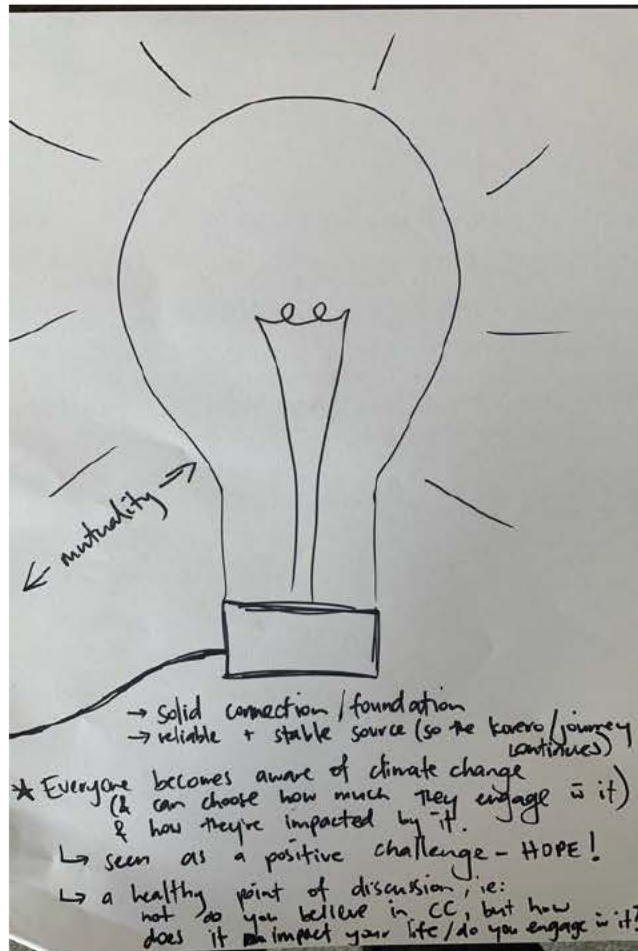
Individual Exercise

Themes

- ✓ Starts a healthy and positive korero
- ✓ Explores the 'positive' challenge and carries hope
- ✓ Increases community and youth awareness (risks, impacts, urgency, priorities)

Summary of input

- Maturity
- Solid connection/foundation
- Reliable and stable source so the korero/journey continues
- Everyone becomes aware of climate change (and choose how they engage and how they are impacted by it)
- A healthy point of discussion and seen as a positive challenge - hope



Vision Statement 7

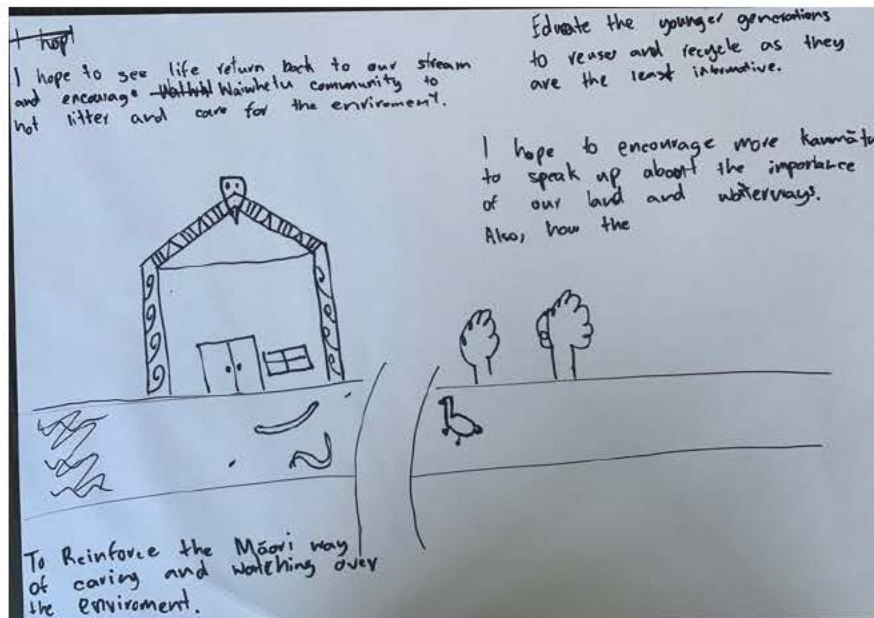
Individual Exercise

Themes

- ✓ Underpinned by Te Ao Maori principles
- ✓ Provides a platform for all community voices
- ✓ Creates positive (personal and community) action
- ✓ Increases community and youth awareness (risks, impacts, urgency, priorities)

Summary of input

- Reinforce the Maori way of caring and watching over the environment
- Life returns back to our environment
- Encourage positive change in behaviour in caring for the environment
- Educate the younger generations to reuse and recycle
- Encourage more kaumatua to speak up about the importance of our land and waterways



Vision Statement 8

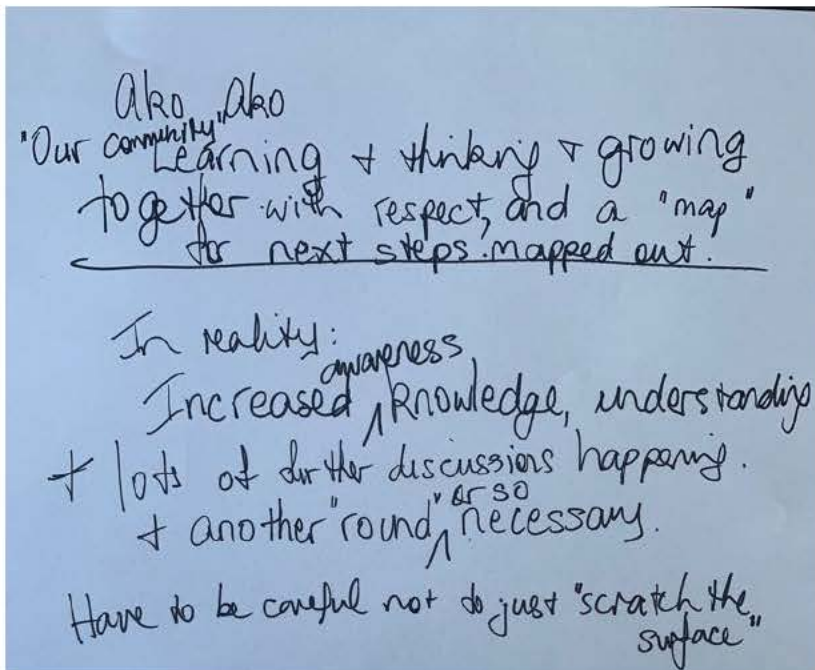
Individual Exercise

Themes

- ✓ Community led for community change
- ✓ There is a clear pathway of engagement – this is the first step to start the korero
- ✓ Adapt and work together
- ✓ Increases community and youth awareness (risks, impacts, urgency, priorities)

Summary of input

- Our community learns together, thinking and growing with respect
- Next steps are mapped out (not just scratching the surface)
- Increase awareness, knowledge, understanding and healthy discussion



Ako, Ako
"Our community Learning + thinking + growing together with respect, and a "map" for next steps mapped out."

In reality:
Increased awareness, Knowledge, understanding + lots of further discussions happening. + another "round" or so necessary.

Have to be careful not to just "scratch the surface"

Vision Statement 9

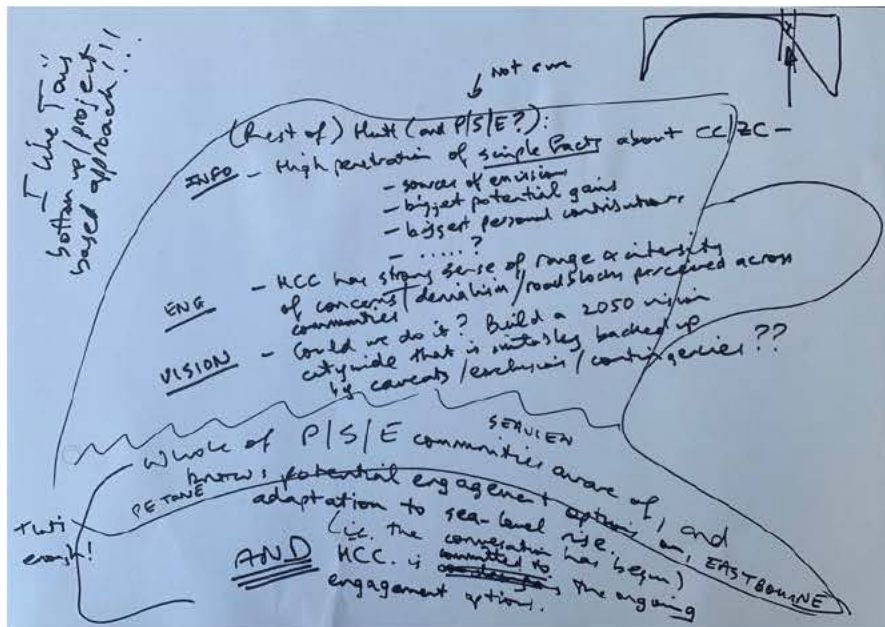
Individual Exercise

Themes

- ✓ Community led for community change
- ✓ Community has a common purpose and clear vision for 2050
- ✓ Tells a simple and compelling story
- ✓ Provides a platform for all community voices
- ✓ There is a clear pathway of engagement – this is the first step to start the korero

Summary of input

- Bottom-up project-based approach
- High penetration of simple facts
- HCC has a strong sense of the range and intensity of diverse groups
- Build a national 2050 vision
- Begin the conversation



Common Vision Statement

First Draft



Develop a community-led initiative for community change

That tells a compelling story, underpinned by Te Ao Maori principles which is positive, clear and simple

That increases awareness, empowers uptake, and promotes action

That is inclusive of all residents, businesses and youth in the community

And results in a common purpose and clear vision for 2050

Emerging Themes

WHAT - Outcomes

- ✓ Creates positive (personal and community) action
- ✓ Tells a simple and compelling (fact based) story
- ✓ Provides a platform for all community voices
- ✓ Starts a healthy and positive korero
- ✓ Residents feel empowered and supported to make change
- ✓ Increases community and youth awareness (risks, impacts, urgency, priorities)
- ✓ Increased uptake through delivering value for communities

WHY - Purpose

- ✓ Community has a common purpose and clear vision for 2050
- ✓ Increases community and youth awareness (risks, impacts, urgency, priorities)
- ✓ Explores the 'positive' challenge and carries hope
- ✓ Starts a healthy and positive korero
- ✓ Residents feel empowered and supported to make change

WHO - Engaged community

- ✓ To explore at next workshop

HOW - Approach

- ✓ Community led for community change
- ✓ Broad engagement
- ✓ Underpinned by Te Ao Maori principles
- ✓ Adapt, learn and work together
- ✓ Targeted community (or location-based) plans


WHEN - Plan

- ✓ There is a clear pathway of engagement – this is the first step to start the korero

Next Steps

1. Summarize all that was done in Workshop 1 in a design log
2. From the information requests, gather existing information and experts
3. Plan next session as an information session (2 hours)
4. Send doodle poll to LG members for information session date (determine online or in-person preference)
5. Plan for next LG workshop session (4 hours) to start determining and designing the engagement mechanism(s)



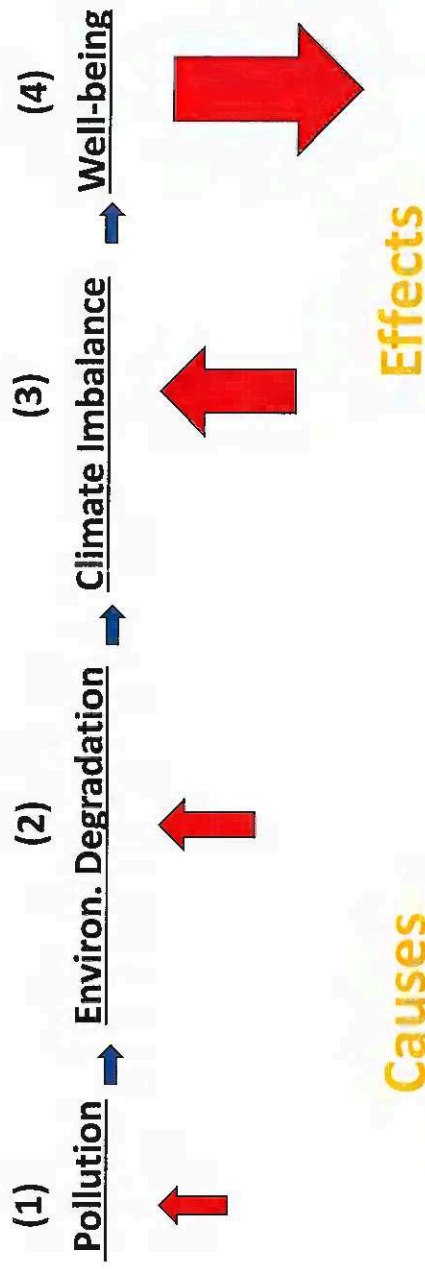


CHANGE THE GAME!

Highlights from Alex Prezza and Iain Dawe Presentations

Presented to HCC Climate Change Lead Group members on 14
December 2020

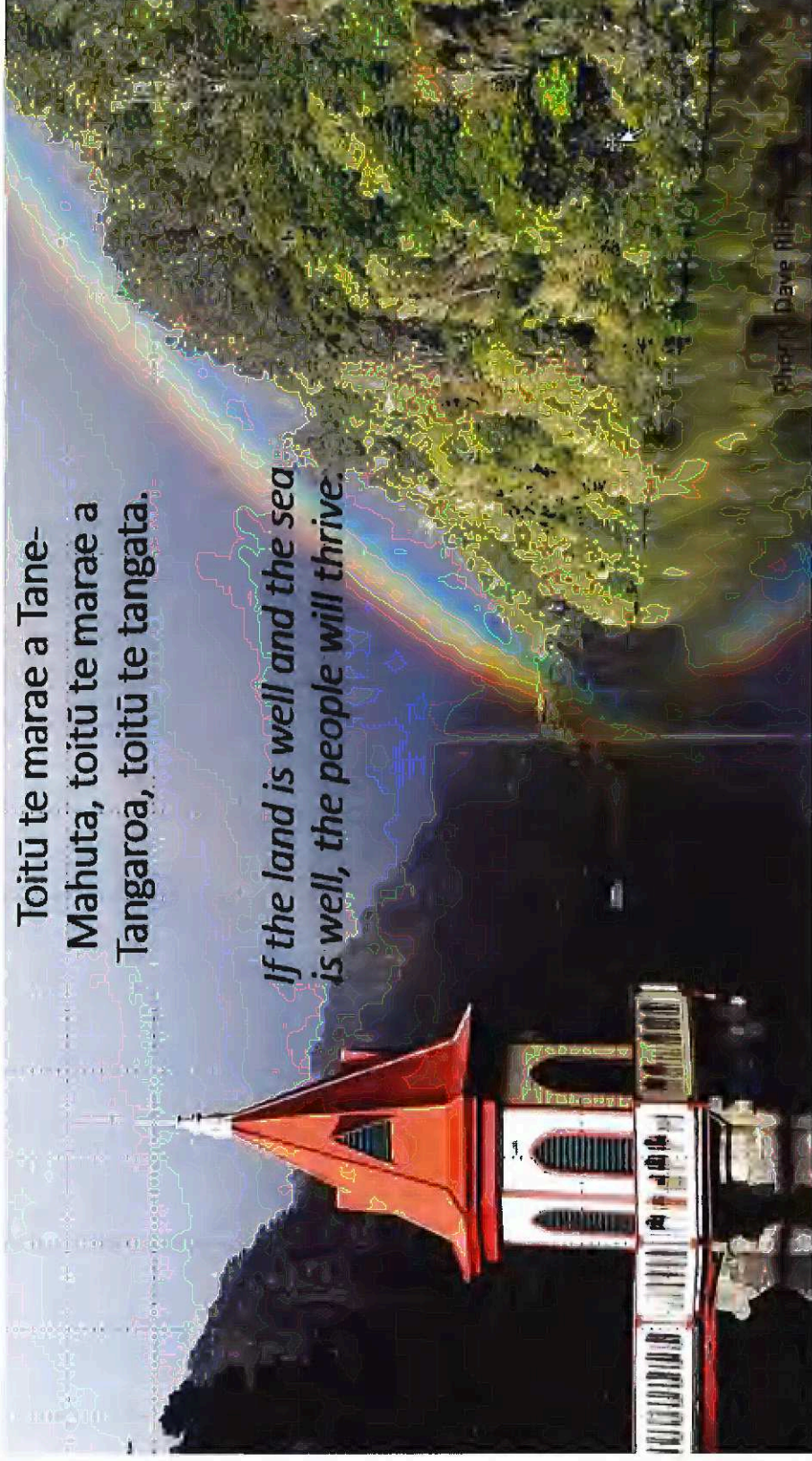
The true roots of the climate crisis



Climate and environment are one and the same

Two main components to the root causes: (1) wrong technology and (2) wrong mindset

- Lockdown 2020
- (a) it reminded us how a world without air pollution looks like
 - (b) it made us question our values, freedoms and sense of identity
 - (c) it made us listen to the sounds and silence of nature



Toitū te marae a Tane-
Mahuta, toitū te marae a
Tangaroa, toitū te tangata.

*If the land is well and the sea
is well, the people will thrive.*

2020: Pandemics may be a possible sign that things are not well with the ecosystem

Courtesy of Danielle Shanahan - Zealandia

Mitigation Information

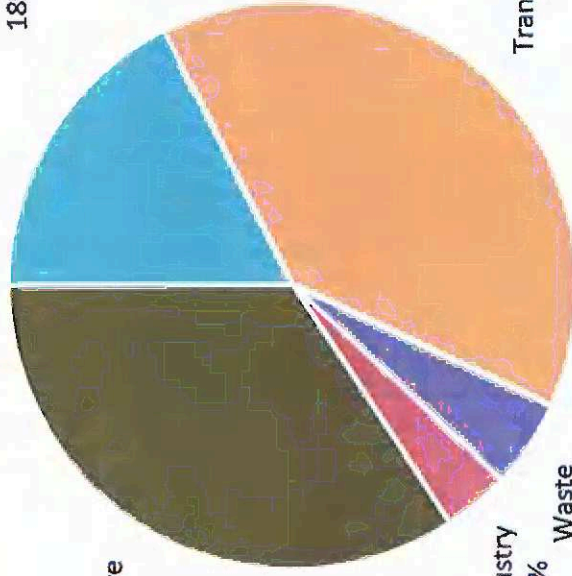
Wellington Region greenhouse gas (GHG) emissions 2018-19

Stationary Energy
18%

Gross emissions
(excluding forestry):
4.19 million tonnes CO₂e

Agriculture
34%

Net emissions
(including forestry):
2.55 million tonnes CO₂e



Industry
4%

Waste
5%

Transportation
39%

Transport changes across the Region 2001-19



Wairarapa districts	Up 41%
Kāpiti	Up 40%
Porirua	Up 35%
Wellington City	Up 4%
Hutt City	No change
Upper Hutt	Down 6%

Drivers of change – a positive view of the future

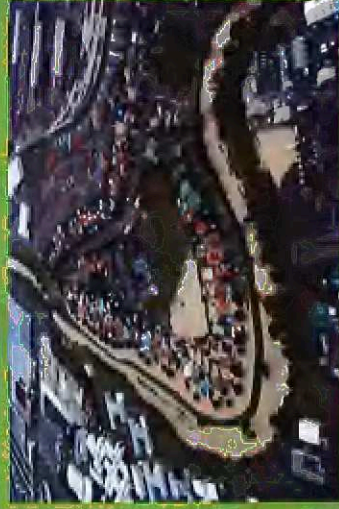
- Science is certain enough to know that change is already here;
- Costs of inaction will be greater down the track;
- **True driver of change**: common vision of a better and cleaner world

Climate education

- Make climate/environment one and the same (replace fear-based inaction with love-based action);
- Circular economy concept
- Less cars on the road, working remotely, connect locally

Adaptation Information

What are the issues for the Hutt Valley?



Climate Change has potential to increase frequency & intensity of hazard events that already occur...

Severe weather events:

- Drought and water shortages (Te Marua)
- Wildfire (urban/rural interface)
- Severe wind
- Extreme rainfall
 - increased flooding (surface/river)
 - erosion (river bank/hillslope)
 - landslip

Coastal Hazards:

- Storm surge and inundation
- Shoreline change (erosion and accretion)
- Sea level rise



Greater
Wellington
Te Pane Matua Taiaro

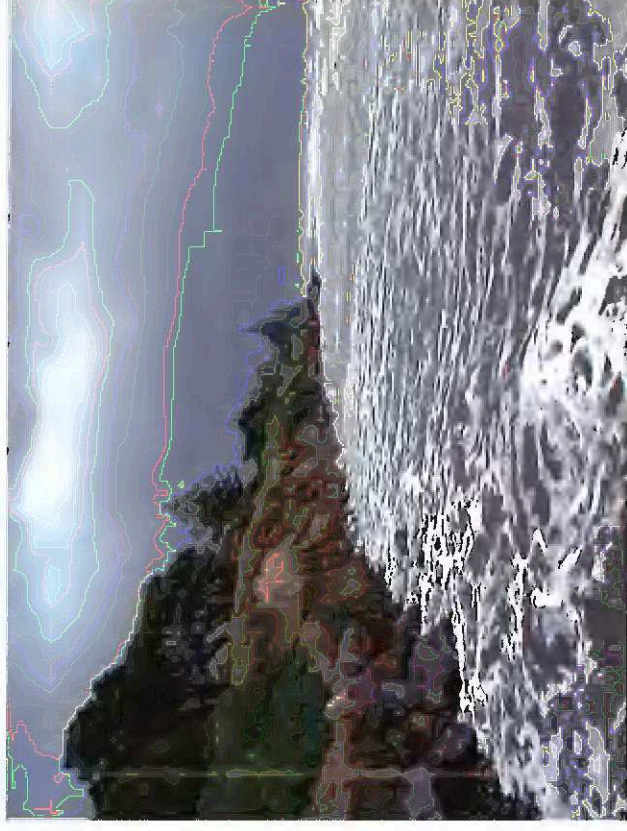
Coastal Hazards

2 main hazards are (often related):

- EROSION
- INUNDATION (Flooding)

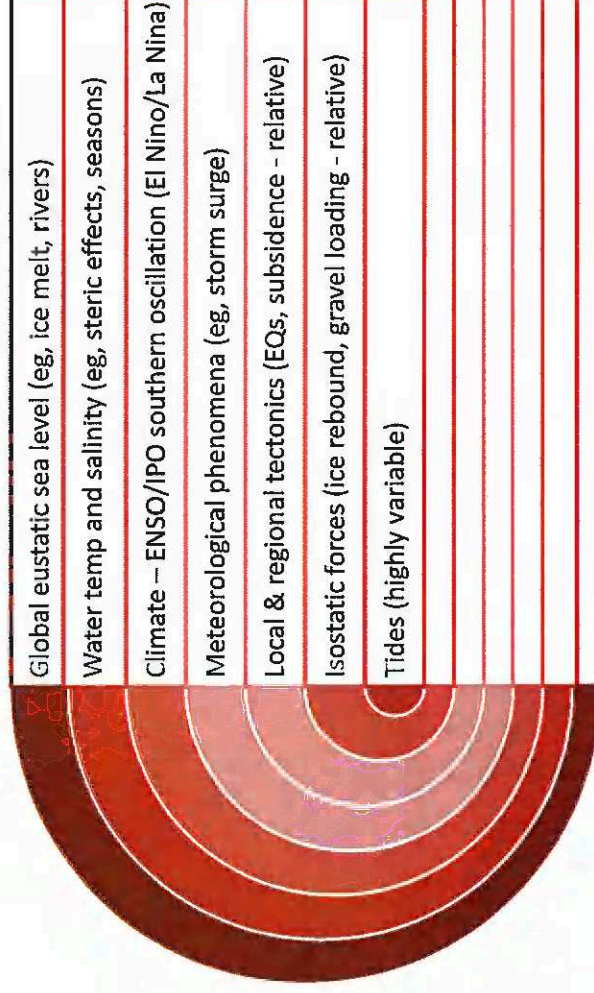
Have a range of causes:

- high waves
- storm surge
- sea level rise
- king/extreme high tides
- tsunami

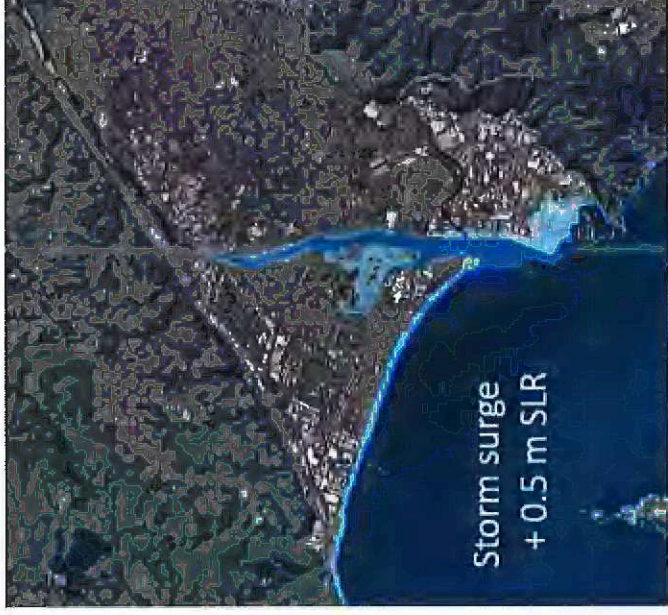


What controls sea level?

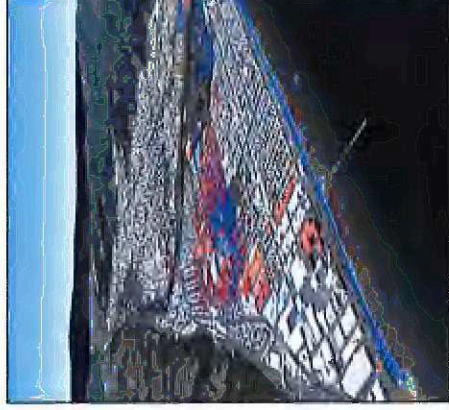
Relative sea level at a point results from many interacting variables on different timescales:



Storm Surge Modelling



2100 – scenario 1m



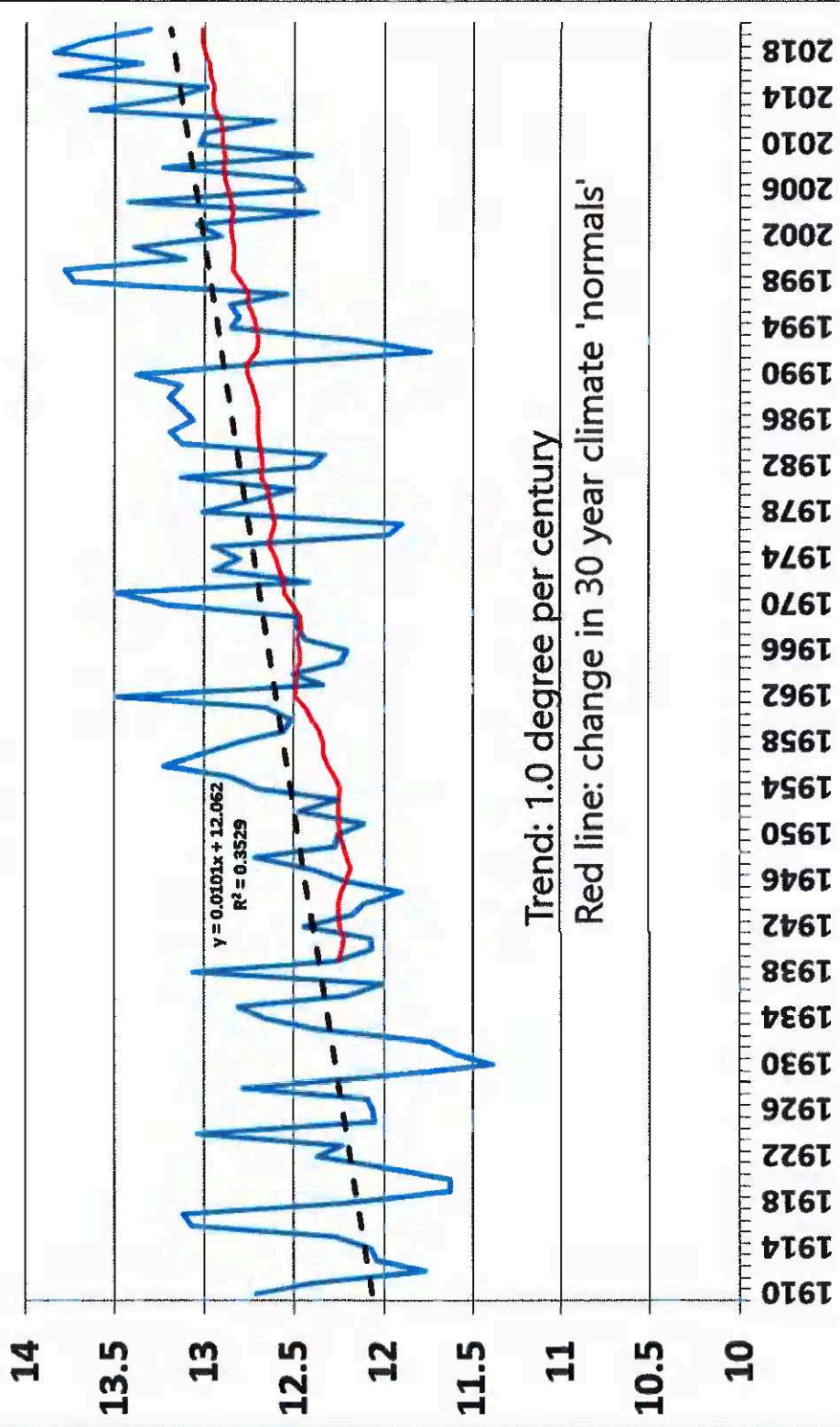
Affected buildings 🌊 2,069	
Roads < 1m 📏 139	Roads 1-2m 📏 6
Roads 2-3m 📏 0	Roads > 3m 📏 0

Coastal vulnerability assessment

1. Social deprivation (IMD)
2. Population
3. Community services
4. Emergency services
5. Residential property
6. Commercial property
7. Commercial areas
8. Roads
9. Priority roads
10. Single access roads
11. Sewer Mains
12. Water Mains
13. Stormwater
14. Electricity
15. Telecoms
16. Gas lines
17. Fuel storage sites
18. Erosion Hazard
19. Hazard mitigation structures
20. Mana whenua sites
21. Archaeological sites
22. Ecological sites
23. Bird areas
24. Coastal biodiversity



Wellington annual average temperature 1910 -2020 (°C)



Trend: 1.0 degree per century

Red line: change in 30 year climate 'normals'

Planning/Initiatives to Consider

Climate adaptation roles & responsibilities

	HCC	GWRC
Local Government Act	✓	✓
Zero Carbon Act	✓	✓
Resource Management Act	✓	✓
Biosecurity Act		✓
Civil Defence Emergency Management Act	✓	✓
Soil Conservation and Rivers Control Act		✓
Land Transport Management Act	✓	✓
Health Act	✓	
Building Act	✓	

NZ climate policy (Mitigation)

- Emissions trading scheme (ETS) in 2008 (no CO2 cap);
- Climate change commission established in 2019;
- Carbon act bill passed in Nov 2019 (CO2 neutral by 2050);
- ETS reform bill passed in June 2020 (CO2 caps become law, will include methane from 2025);
- Climate emergency declared in Dec 2020
- **Currently one of the best schemes in the world**

GWRC climate policy

- Declared a climate emergency in Aug 2019;
- **Formal commitment:** reduce corporate emissions by 40% by 2025, carbon neutral by 2030;
- Every new project must take climate impacts into account;
- Fully electric bus fleet by 2030;

For GWRC Climate Change Info: <https://www.gw.govt.nz/climate-change/>

2017 Wellington Region Climate Change Report (one of the best in NZ):

<https://www.gw.govt.nz/assets/Climate-change-2/FINAL-WellINCC-projectionsimpacts.pdf>

Terms of Reference

Hutt City Council: Helping our community to become more resilient to climate change impacts

Our population is increasing, our economy is growing and as a nation we are experiencing significant changes and suffering more extreme weather events. We are facing a future with more floods, high tides, coastal inundation, increasing temperatures and extreme winds. Climate change is happening and all of these events are affecting our communities.

The cost of addressing climate change may be very large and poses an unprecedented level of risk to New Zealand's natural and built environment. Adapting to and mitigating these impacts of climate change are significant challenges. Working with our communities to deal with the impacts of climate change is a key priority for HCC.

A Lead Group has been established to support Hutt City Council in developing and designing the right community engagement process. Engagement over 2021 needs to increase climate change awareness, encourage community change and create positive individual and community action.

These terms of reference for the Lead Group explain:

- Why Hutt City Council is engaging with communities on climate change
- The broad scope and guiding principles for co-designing community engagement
- The role of the group in the co-design process
- An overview of the co-design process

Purpose of HCC response to climate change

Hutt City Council, working with our mana whenua partners, community groups and business community is proposing to engage in new ways with the Lower Hutt community and residents during 2021 on the challenges our communities are facing around climate change. By working with the government and our respective communities, we must reduce emissions and put in place the right adaptation strategies to protect where we live, work and play.

In 2019, the Climate Change Response (Zero Carbon) Amendment Act set into law a new domestic 2050 target: net zero emissions of all greenhouse gases other than biogenic methane by 2050. In 2020, Hutt City Council adopted the zero carbon target demonstrating its commitment to environmental resilience and sustainability.

Organisationally, Hutt City is working on a number of initiatives, including the implementation of its carbon and energy reduction plan. Heating energy sources, options for key Council infrastructure, buildings and facilities, the vehicle fleet, procurement, and current and future waste management approaches will be considered in light of the zero carbon target.

Hutt City Council also recognises the importance of working more broadly – at a city wide level - with communities, businesses and other stakeholders to address the future impacts of climate change.

Investing in reducing greenhouse gas emissions will improve future environmental and other outcomes and reduces long term cost to the city. Investment in adaptation on the other hand, is necessary to mitigate the impacts (such as sea level rise) that past emissions have locked in.

Hutt City Council has accordingly, initiated a community engagement on climate change project that will

1. see the development of a roadmap (or similar output) for Lower Hutt to achieve a City-Wide Zero Carbon status by 2050 or earlier
2. start the conversation (with those communities that will be affected by future sea level rise and related effects) about the development of preferred adaptive strategies
3. using the adaptation related work in particular, inform the development of the new District Plan.

Community Engagement Lead Group

Context

The Hutt City Council climate change community engagement project seeks to identify and implement engagement activities that are robust, valued by the community, business and residents and increases community and youth awareness of risks, impacts, urgency and priorities.

The engagement aims to start a healthy and positive korero with our communities. Through sharing simple and compelling, science based information we aim to improve the communities' understanding of climate change challenges, explore positive adaptation strategies and support residents to feel empowered to make change – individually and collectively.

Working together to drive better community outcomes

The Council cannot address these issues by themselves, nor in isolation. To be effective, and to deliver fit-for-purpose plans and actions, Hutt City Council needs to work hand in hand with our communities, supported by relevant NZ Government actions.

The climate change community engagement project (and the work that will come after it) will utilise the importance of the community voice and ideas to deliver fit for purpose solutions to best help our future community.

A co-design framework has been chosen for this important work because its focus is on having the engagement process designed by people [the Lead Group] from the communities that will be most affected by climate change. Consequently, the co-design process should produce a better outcome for Lower Hutt and its member communities than a design produced by the more standard and internally (i.e. Council) developed consultation process.

Lead Group Membership and terms

The Lead Group is a collective group of community representatives who will be engaged in the co-design process. Members of the Lead Group will have a connection to the Kaupapa, understand and have influence in their elements, have a willingness to engage and can advise on how Hutt City Council can achieve sustained change now and into the future.

- Membership of the Lead Group is by invitation and is at the discretion of the project partners; HCC and the mana whenua groups involved (Port Nicholson Block Settlement Trust, Wellington Tenth Trust and Te Runanga o Toa Rangatira).
- Creative HQ have been engaged, by HCC, to provide expertise (around the use and application of co-design principles and best practice) to facilitate the work of the Lead Group and to co-deliver the design outputs in a useable form.
- In order to progress the co-design at pace, alternative representatives will only be considered under exceptional circumstances by Hutt City Council.
- Lead Group members who are volunteering their time may be eligible for a compensation payment for meeting attendance at the discretion of Hutt City Council.
- “Chatham House rules” will apply. Information disclosed during a meeting may be reported by those present, but the source of that information (who said what) may not be explicitly or implicitly identified.
- Membership of the Lead Group does not prevent organisations represented on the Lead Group from commenting on the issues discussed or actions taken by the Lead Group as long as such statements/actions are identified as being the views of the organisation concerned and not the Lead Group
- Media queries regarding any positions of the Lead Group should be directed to the HCC communications team in the first instance.
- Meeting/workshop agendas and papers will be provided at least 5 working days prior to any meeting. Papers can be provided in electronic or hard-copy format.

The community engagement on climate change project and Lead Group will be funded by HCC and the project team led by HCC officers with Creative HQ employed to facilitate the co-design process.

The Co-design Process

The process involves 4 phases and is designed to take place over 2020/21 year.

In order to accommodate Lead Group members and their organisations, the Lead Group process uses a co-design framework to maximise participants time and input without requiring extensive meetings.



The four stages are:

Phase 1:	Establish the Lead Group and first information session	<i>Jul 2020 – Dec 2020</i>
Phase 2:	Co-design of the community engagement The Lead Group work is primarily focused on this phase of the project.	
Phase 3:	Conduct (implement) the community engagement programme	
Phase 4:	Post-Engagement Recommendations	

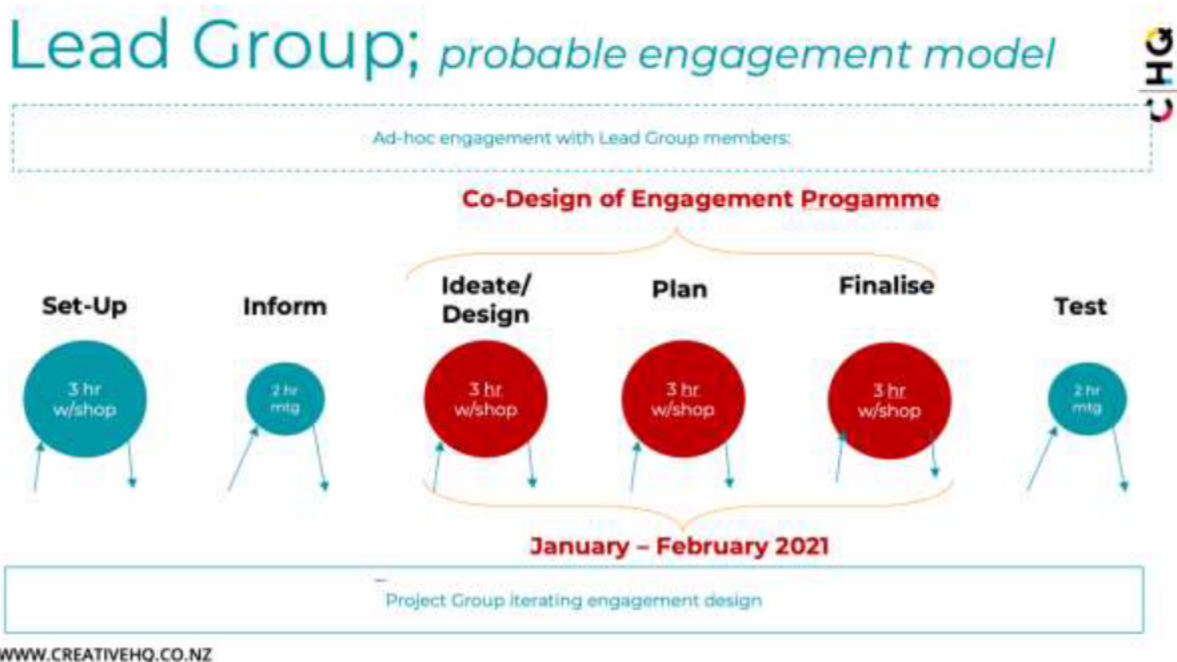
In Phase 2, Lead Group members are asked to participate in the set co-design and information sessions, facilitated by Creative HQ.

These session will be designed to:

- establish the Lead Group and how it will work in partnership with HCC,
- understand who in the community needs to be engaged with, when and how,
- generate ideas and concepts for an engagement programme to achieve broad engagement (at pace) across the Lower Hutt communities,
- provide suggestions on how the engagements should be conducted and who should be involved.

Phase 2: Core co-design activity

The Lead Group work makes up the second phase of the project.



The design and approach to community should ensure that the engagement is:

Key principles		Lead Group collective vision
1	Community-led	<i>Develop a community-led initiative for community change That tells a compelling story, underpinned by Te Ao Maori principles which is positive, clear and simple That increases awareness, empowers uptake, and promotes action at an individual, community and business level That is inclusive of all residents, businesses and youth in the community And results in a common purpose and clear vision of how to begin to address the challenges that climate change will pose</i>
2	Underpinned by Te-Ao Maori	
3	Promotes Action	
4	Inclusive	
5	Clear Vision	

Scope

The Lead Group is critical to informing the Hutt City Council's long term response and planning on community engagement on climate change.

The Lead Group will be responsible for putting forward principles and general design of engagement options and mechanisms.

Recommendations

The process may also require advice from the Lead Group on:

- Whether or not the co-design approach is viable for the desired outputs, timeframes and participants
- Whether the Post-engagement recommendations are realistic based on the experience and connections of Lead Group members

Outputs

The desired outputs from the Lead Group co-design process are the delivery of the engagement concepts, frameworks and mechanisms that will

- Enable the members of communities that are engaged with, around climate change mitigation measures, to meaningfully contribute to the development of a roadmap (or similar output) for Lower Hutt to achieve a City-Wide Zero Carbon status by 2050 or earlier
- Enable the members of communities that are engaged with, around climate change adaptation measures, to have an improved level of understanding of the future challenges they face and to learn about the process of developing appropriate adaptive strategies.

Out of scope

The following items are out of scope for the Lead Group co-design process:

- Directing the development of the District and City plans for 2021 (though the project work will inform these plans).
- Implementation and coordination of the designed engagement activities

HCC Climate Change Co-Design Management Meeting

13.1.21

Brett Holland Notes

Participants:

Helen Oram (HCC)

Jorn Scherzer (HCC)

David Burt (HCC)

Thomas Thompson (HCC Contractor)

Brett Holland (CHQ)

Thomas - behavior change specialist

- Working for Steve and the Comms team
- Make sure he reviews the run sheet
- Try to get him in the workshop or at least at the end of the workshops

They are recruiting more people into Comms team but still have capacity issues

An organizational KPI - a Carbon Reduction Plan – is needed by June. We should think of this as a pathway

- HCC Council mandate to Jo
- Finalised Carbon Reduction Programme of Work
- Should have both mitigation and adaptation pathways

Phases to get to Carbon Reduction Plan (suggested by Thomas)

1. Design Engagement (current – Phase 2)
2. Get the bones of Carbon Reduction Plan (from engagement – Phase 3)
3. Result in a model draft of a Carbon Reduction Plan (Phase 3)

Validation of Carbon Reduction Plan later in the year

- Possibly deeper Ideation needed
- Determine CHQ involvement in FY 21/22

We could build in a social research phase into the Carbon Reduction Plan development (suggested by Thomas)

Engagement Needs from HCC (Phase 3)

- Feedback on potential workstreams
- Break into levels of responsibility (possibly the following, TBC by LG)
 - Govt
 - Business
 - Community

- Individual/household
- Inform (20%) – must be positive messaging, and inclusive (as per initial LG directives)
- Gather Priority Requirements from participants (80%)
 - (almost CJM)
 - Also gather what is already happening from the community
- **Listening** will be the biggest priority in the Engagements
- Possibly get to some ideation in the Engagements
- Lean on Lead Group for engagement participation
 - Engagement fatigue from HCC comms
 - Engagements should be more targeted

First Design Session

- Need to tighten goal of engagement to be around informing the development of the Carbon Reduction Pathway
- Talk about what next after Draft Carbon Reduction Pathway
- Bring physical copies of all Kiteworks materials

Within 3 Design Sessions

- Get lead group to take on outreach (probably first session)
- Get LG member's interest in doing peer review of Draft Carbon Reduction Plan
- Need to bring in HCC's ideas already for stimulus in the inform portion of the engagement (probably 2nd Design session)

Timeline:

- Jan/Feb – LG design sessions
- March/April – Engagement with Community (CHQ led)
- Mid-May – Report on findings (CHQ owns)
- June – Draft Plan (HCC with CHQ help)

Key questions to still address:

- Should CHQ provide comms for engagements vs HCC (because it will be more collateral and HCC comms is bogged down)?
- If so, can we do a contract variation on the current Phase 2 agreement for CHQ to bring comms team into LG mtgs (to cover the cost of additional time)?
- If not, whomever will do collateral for Engagement work, how do we get them at the LG sessions?
- Can we get Jared Bothwell involved in the project (he has access to a survey panel from his work in waste and recycling)? If so, how and in what capacity?
- Can HCC prepare a presentation for the 2nd LG design session (12 Feb) covering all of the carbon reduction initiatives HCC is considering for the Carbon Reduction Plan (across all internal groups working in the space)?

Other notes for Brett Holland:

Look up WCC Carbon Action Plan

- Ti Ata Koru
- Written by WCC staff

Look up Public Voice – Jared Bothwell (bring him into the group)

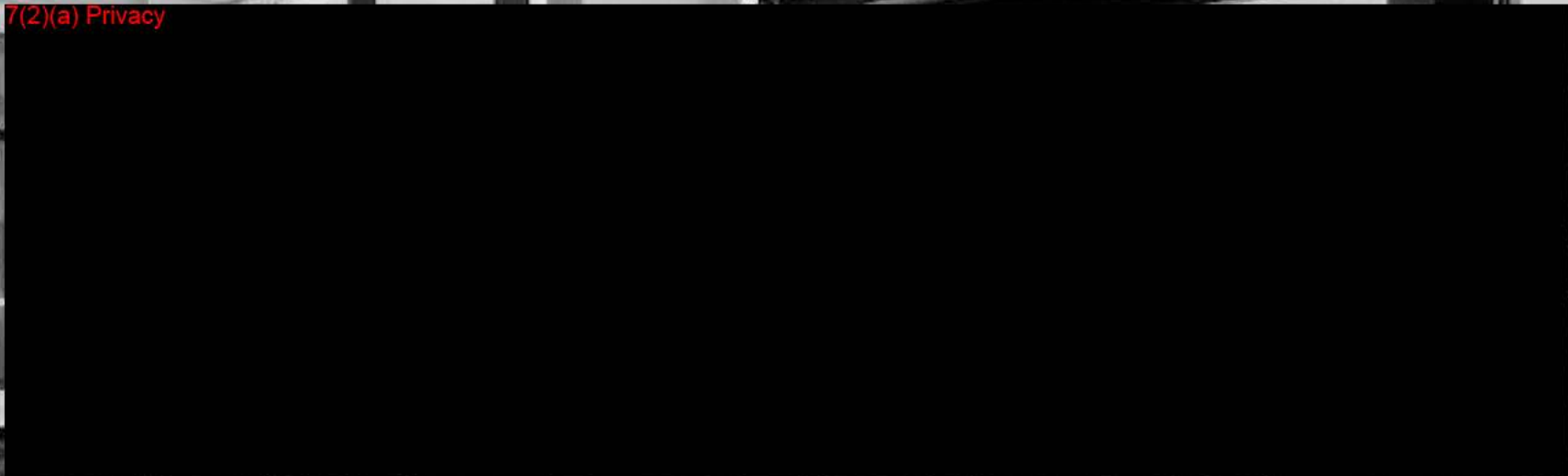
- He has access to a survey panel from his work in waste and recycling

Look up Forest Accord as example of commitment that can happen at the back end of the plan
(Commitment)

Bring Tiaki Promise into stimulation

29th January 2021

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DESIGN LOG | HCC Climate Change Co-Design
LEAD GROUP WORKSHOP 2



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All information captured is merely a visual representation of the Lead Group workshop which took place on 29 January 2021. It does not contain the views or position of the Hutt City Council, nor is it intended as a substitute for professional advice.

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Document Purpose

This document serves as a record of the **second HCC Climate Change Co-Design Lead Group Workshop** which was undertaken in collaboration with key community stakeholders and was facilitated by Creative HQ.

This document is not intended to be a comprehensive report but a visual capture of the work done during the workshop.

Facilitators

Brett Holland
Kylie Hathaway

Observer

David Burt (LHCC)
Thomas Thompson (LHCC)
Alessandra Orsi (CHQ)

Participants

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Apologies

Hutt City Council



Climate Change Impact and Transition
to Carbon Zero. Kia Manawa Titi.
Building a resilient city.

Co-Design, 2020/21 - Design Session 2

What do we want to accomplish today?



- Set Objectives for the Engagements that align with our Vision
- Determine who to engage in the engagements
- Determine the Conceptual framework(s) of the designed engagements
- Determine the general timeframe of the engagements

Another *Ambitious* Agenda

1. Welcome and introduce new members
2. Review design criteria and previous work
3. Review a HCC Carbon Reduction Plan we can inform with the engagements
4. Review Vision and Introduce Objectives

BREAK

1. Identify specific groups we want to engage, and how
2. Review key considerations in engaging with these groups
3. Review potential conceptual frameworks for our engagements and choose the one that works best for our groups
4. Next steps and Reflection





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Session 1: **Review**

What will the Lead Group determine?

For the Community Engagements:

- What is the focus of the engagement?
- What outcomes do we want to create?
- Who should we engage with?
- Where and When?
- What questions should we ask (and shouldn't)?
- What information, expertise, or knowledge should we use to catalyse, inform, and stimulate the community engagement?

Design Principles (DRAFT)



Forward thinking - this is a long game, you need to think long term.

Plan for all of city - Fair for all, collective, collaborative.

Transformation - Think about the transformation required, be ambitious, be bold and dig into the hard stuff.

Inventive - we embrace the challenge and look at all options through creativity, inventiveness and being open-minded.

Empowerment - People who are involved feel empowered to contribute to this kaupapa.

Design Principles

Additional Attributes

- Positive, Open, Constructive
- Empathy, Inclusiveness, Empowered to engage
- Understanding
- Awareness, Acceptance
- Creative – Encourage engagement
- Inventive, Interactive, Think and 'be' iterative
- Realistic, Honest Conversations
- Manage the contentious things



Group
Discussion

Design Principles

The way we engage

- Make gains clear and hold ourselves accountable for achieving 'actual' progress
- Hear other challenges - Understand their challenges
- Be very specific about those delivering the engagement within communities

How we operate

- Maturity comes in stories and understanding what we all value
- Don't make assumptions - we all need to get on the same page
- Listen - what would it mean if we 'really' listened?
- Conscious and deliberate sequencing of engagement is required to get the right outcomes
- Prioritise where we put effort and resource - it is not endless

Why we are doing it

- Community where we will regain economic, social and environmental benefits of change
- Protecting the economy
- Managing through Covid19
- Economic outcomes
- Behaviour change
-

Design Principles - CONFIRMED

Forward thinking - this is a long game, you need to think long term.

Plan for all of city - Fair for all, collective, collaborative.

Transformation - Think about the transformation required, be ambitious, be bold and dig into the hard stuff.

Inventive - we embrace the challenge and look at all options through creativity, inventiveness and being open-minded.

Empowerment - People who are involved feel empowered to contribute to this kaupapa.

Focus areas for work

Mitigation and Adaptation

Addressing climate change impacts on Lower Hutt and its citizens, and the need to reduce city-wide emissions, will present significant challenges over the coming decades. Council had directed officers to engage with the community on:

- how to **mitigate** current and future emissions so that the future impacts of climate changes are minimised, and
- how to **adapt** to the impacts of climate changes, such as sea level rise and related effects on at risk areas of the community



Possible Connection to *HCC Carbon Reduction Plan*

The Councilors requested a Carbon Reduction Plan to be submitted by HCC by the end of June

We can use the community engagements we are designing to inform that plan

To do so, we would need to gather information from participants on their preferences for activities to mitigate current and future emissions. This feedback would need to be gathered by or before May 2021 in order for it to be incorporated into the Carbon Reduction Plan

Approach and timeline

The overall process for co-design of the engagement workshops is being done in four phases. These dates would need to be adhered to in order to inform the Carbon Reduction Plan



The Lead Group work makes up the second phase of the project.

Group Endorsement

The Lead Group endorsed the opportunity to leverage the **Carbon Reduction Plan pathway**. However, over the course of the co-design process, consideration needs to be given in the following areas:

Challenges – How Might We...

- Maturity comes in stories and understanding what we all value
- HMW... Ensure we are action orientated to see things happen?
- HMW... Design for 'a future life'?
- HMW... Be big and bold?
- HMW... Manage the engagement tension 'now' vs the longer term
- HMW... Avoid 'fragmented' engagement?
- HMW... Address the strategic planning needed to set the foundations and building blocks in the right way?

Things to remember:

- This is just a start - there are years to go
- Focus on what we do 'next week'
- What if... We are curtailing activities to fit the term of engagement?
- We need to understand the 'detractors'

Questions:

- What are our marks of success?
- Will the carbon reduction plan set timeframes?
- What has been started for engagement with communities on climate change?
- How does the LTP reflect climate change?



Session 2: **Vision & Objectives**

Common Vision Statement



Develop a community-led initiative for community change

That tells a compelling story, underpinned by Te Ao Maori principles which is positive, clear and simple

That increases awareness, and empowers action

[updated from 'increases awareness, empowers uptake and promotes action']

That is inclusive of all residents, businesses and youth in the community

And results in a common purpose and clear vision for 2050

**Group
CONFIRMED**

Objectives (DRAFT)

Through the community engagement workshops we will design, Lower Hutt residents, business owners, HCC, mana whenua partners and other stakeholders will achieve the following objectives:

1. They have a better understanding of the threats to the region that climate change impacts will pose.
2. They are aware of the issues that sea level rise will bring to specific areas of the region and what things they value that will consequently be at risk.
3. They have shared their preferences for mitigation and adaptation actions that can be taken in the region.
4. They have an understanding of the individual and collective actions that could see Lower Hutt transition to a zero carbon emissions economy by 2050 or sooner.
5. They feel empowered to collectively develop a pathway to achieve a city-wide zero carbon emissions status is developed that has community buy-in

Objectives

Group Discussion

Let's review the Objectives against the Vision Statement – ADD, CHANGE, REVIEW

- Objectives 1-2 need to reflect our services/approach and what we will provide to them
- Objectives 3-5 need to reflect working in partnership for mutual benefit - doing it together
- Add an objective on listening to concerns people have regarding climate change and the actions they are currently taking
- Add an objective on accountability and ownership (*captured in revised Objective 3*)
- Significant discussion was had on ensuring 'we' - collectively as a community - understand the different perspectives, challenges and opportunities - as a collective and individually.

The raw data capture on all post-its and comments is available through CHQ

Engagement Objectives

Aligned to our Vision

Through the community engagement activities we will design, Lower Hutt residents, business owners, HCC, mana whenua partners and other stakeholders will achieve the following objectives:

1. We understand the concerns across the community and actions that are currently being taken regarding climate change.
2. We have a better shared understanding of the threats that climate change impacts pose to use collectively and personally.
3. We are aware of possible issues that sea level rise will bring to specific areas of the region and what things we all value that will consequently be at risk.
4. We, in partnership with the communities have shared understanding of the different preferences for mitigation and adaptation actions that can be taken in the region.
5. We have an understanding of individual and collective actions, where they are driven from (who is responsible for driving actions) and how Lower Hutt will transition to a zero carbon emissions economy by 2050 or sooner.
6. We, as partners are empowered and resourced to collectively develop a action-orientated pathway to achieve a city-wide zero carbon emissions status that has community buy-in.

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Session 3: Mapping Engagement

Rapid Fire Community Maps

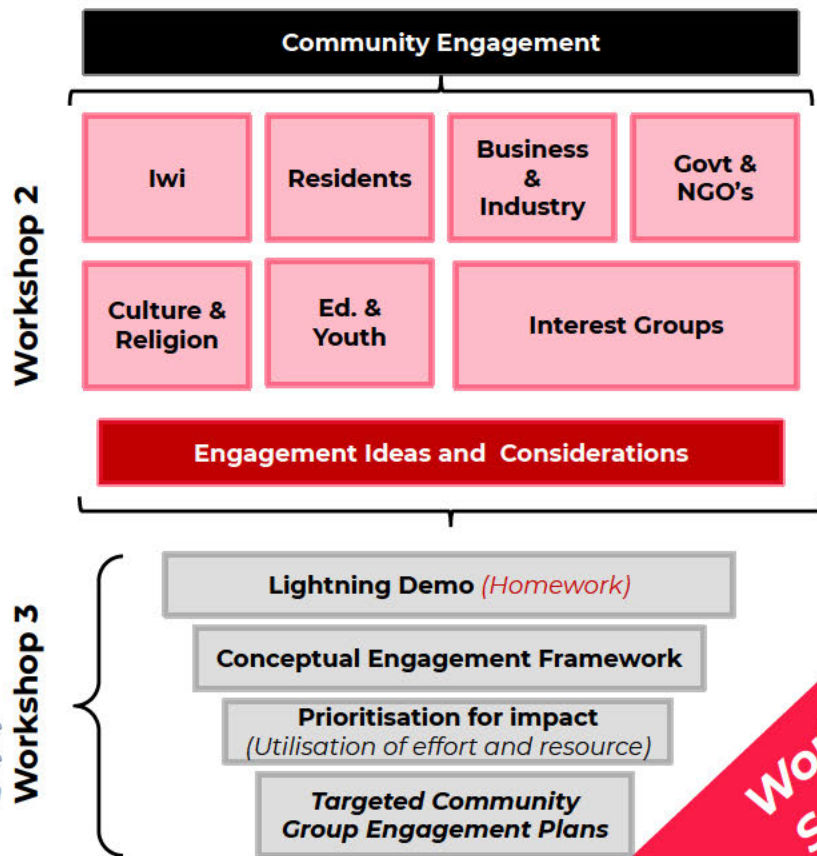
The Lead Group brainstormed **who to engage**, *theming* users into sub-groups.

In pairs, the team worked on each subgroup and explored:

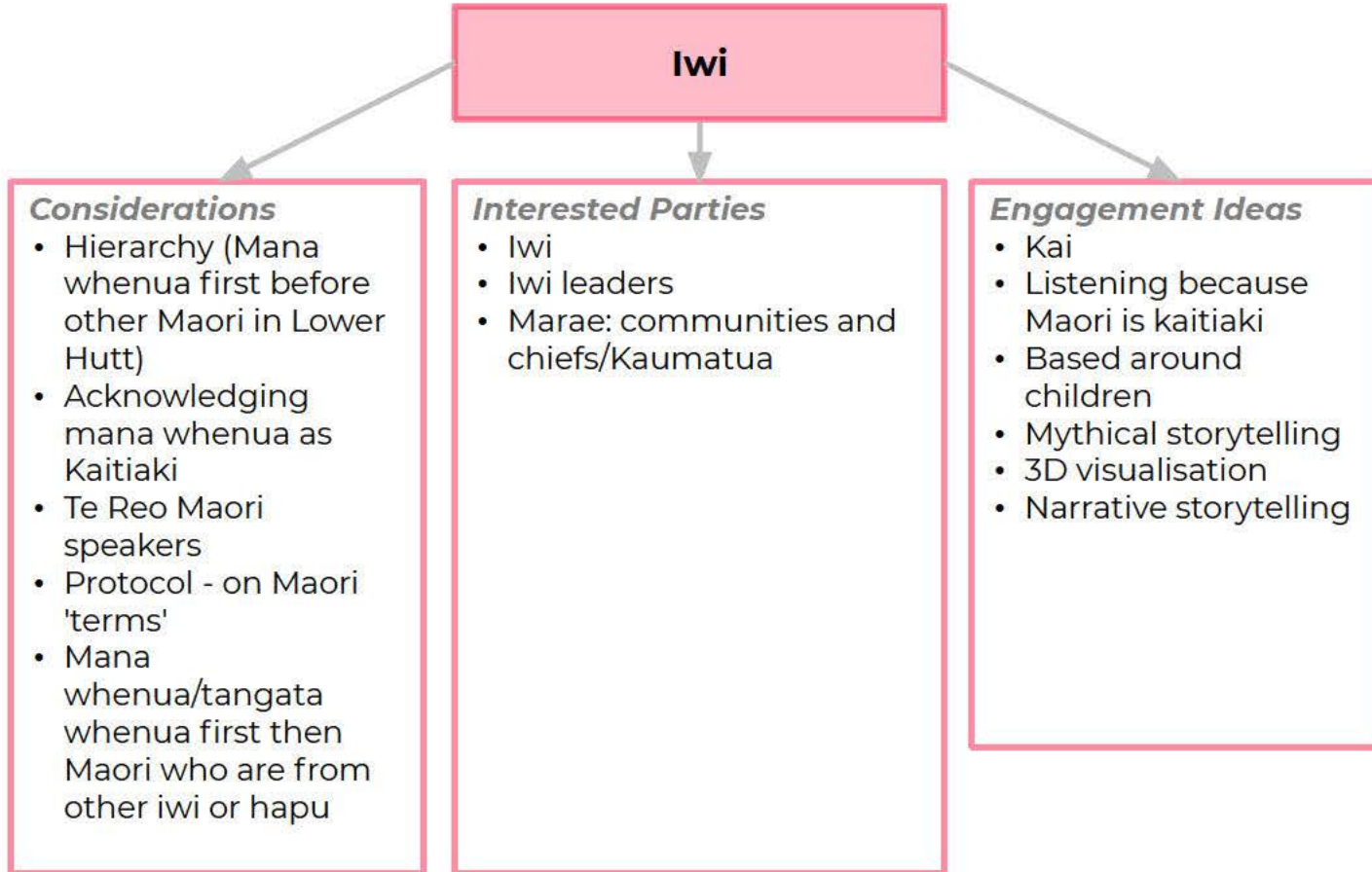
1. Key considerations in engaging with each specific group
2. Design constraints that may apply to each group
3. Potential ideas for engagement channels or activities

Each pair presented back to the collective group on in preparation for Workshop #3

The content from these session will be further developed and prepared for the team to work on at the next session



Community Mapping



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Community Mapping

Residents

Considerations

- Keep energy up!
- Sample only
- Some people are NOT 'resident!'
- Competing interests and responsibilities i.e. Over-lap as we as busy
- People's rhythms vary - so on one meeting time will work (or approach)
- Each St/Neighbour is different
- Each have unique challenges and issues that they face - various priorities
- Prioritise - The sea-level suburbs
- Transience - regular change so challenge of keeping momentum
- Each geographical area and group will have prominent issues i.e. Sea level rise, flooding
- Some groups will struggle to engage - we need to ensure minorities have a voice
- Different impacts for different users i.e. Economic, social etc (owners vs renters)
- Solutions focused

Interested Parties

- Residents groups
- Single parent groups
- Mum networks
- Disabled community
- Elderly
- Kainga Ora tenants
- Residents Associations
- Land owners
- Renters
- Common def in geographical/ neighbourhood
- Bays
- Hill suburbs

Engagement Ideas

- Partner with resident associations and community groups (and organisations)
- Localised/specialised events (join/partner or create)

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Residents
& Households

Community Mapping

Business & Industry

Interested Parties

General

- Property industry group
- Real estate association
- Retail industry group
- Major employers
- Science/research
- Master builders
- Civil engineers
- Farmers
- Chamber of commerce
- Suburban business ass.
- Retail Centre Groups
- Jackson Street programme
- Seaview business group

Interested Parties

Transport Industry

- Bus/train (Public transport users)
- Cyclists
- Alternative mode users
- Bus companies
- Petrol stations
- Transportation in the Hutt

Commercial

- Mining companies
- Service industry
- Plumbing companies
- Recycling circular economy

Interested Parties

Charities

- Red Cross
- Local incorporated societies
- Funders
- Lions
- Rotary
- Less advantages (\$)
- Understand our communities

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Business & Industry

Community Mapping

Business & Industry (Continued)

Considerations

- Tight timeframes - time poor
- At any time
- Like to be 'asked' (Not Told)
- Where they have trusted relationships
- Make it easy
- Give them confidence
- Not all businesses are the same - need to tailor

Design Constraints

What would they want to discuss?

- Resistance
- Cost
- Staffing
- Anxiety
- Focus absorbed by Covid19
- Long term planning
- Who pays?
- Timeframes
- Many are committed to their community - will support
- Impact of Covid19 on their business
- Compliance cost and time
- Risk assessment and management
- New revenue
- New locations
- New products and services
- Business opportunities

Engagement Ideas

- Property industry PR success stories
- Business Excellence Awards category
- After hours events
- Across multiple platforms
- Site visited if business is affected
- Interactive
- Easy on-line engagement



Community Mapping

Government & NGO's

Considerations

1. How to work together for reduced motor vehicle use (significant emissions)
2. Are there umbrella organisations to contact
3. Weave compelling case - why to engage (resource limited)
4. Pain points essential?
5. Service delivery focused - narrative
6. Some level of awareness (already)

Interested Parties

- Housing Associations
- DHB's
- Regional boards
- Selection of support orgs e.g. for health/welfare issues
- Relevant NGOs e.g. Refugees
- Local and central govt
- Regional/Local/National
- NGO support groups
- Doctors
- Hospices
- Hospitals

Emergency Services

- Police
- Fire
- Ambulance

Engagement Ideas

- More receptive to available tools to reduce emissions (esp. Calculations?)
- Likely to have conferences
- Engagement and structures already exist - easier to find who to engage with

GOVERNMENT
NGO's
EMERGENCY SERVICES

⑥ Some level awareness

① How do we work together to reduce motor vehicle use 7-12/12

② Are there umbrella orgs to contact

③ Need compelling case why engage (resource ltd)

Government & NGO's

Community Mapping

Culture and Religion

Considerations

- Cultural religious holidays to be aware of
- Two phases to engagement
- Help inform and the approach
- Permission from community leaders
- Feedback and way forward
- Community leaders to voice (1. messages)
- Engage to wider community (2. following leaders)
- Sharing findings after meetings
- What meetings exist already?

Interested Parties

- Pasifika peoples
- Migrant groups
- Church groups
- Churches
- Islamic community
- Ethnic groups
- Faith groups

Engagement Ideas

- Translated 'Information and tools'
- Visual aids
- Using retreat - setting up v venues for engagement
- Food and cultural activities e.g. Dancing
- Family interviews
- Retreats

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Community Mapping

Education and Youth

Considerations

- Age levels (primary to university)
- Permission
- Location (Decile)
- Teacher time poverty
- Teacher leave time
- Timing (school holidays)
- Timing (semester term times)
- Timing (exam semester)
- The seriousness (of the issue) to primary schools

Interested Parties

- Play centres, kindergartens and
- Schools
- Education providers
- Childhood centres ELC's
- Student's schools
- Universities
- WelTech
- Teachers! (Primary to High School)
- Youth groups
- Open Polytech

Engagement Ideas

- Lectures at tertiary institutes
- Fun activities
- Gatherings/Outings
- Create Surveys
- Open advertised sessions

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Community Mapping - Other

Interested Parties

Environmental

- Environmental groups
- Recreational groups related to coastal areas
- Environmental engineers
- Mitigation communities i.e. Petone/Eastbourne
- Fish 'n' game
- Conservation groups

Sports & Recreation

- Sporting groups
- Sporting clubs
- Garden clubs
- Specific/specialised walking communities (pedestrians)

Old Folks

(much older than 55!)

- Rest homes
- Working Men's Club
- RSA



Interested Parties

Next Steps

1. We will build and distribute to you a design log of the contents of this workshop
2. Prepare for the next workshop where we will put more detail into the design of the engagements
3. Bring a Lightning Demo Example (see next slide)
4. Start building a list of people you would like to bring to the engagements for each group



Lightning Demo Instructions

A Lightning Demo is a way for us to share examples of relevant things that inspire us and that we can use to inform our design.

In this Lightning Demo, we want you to pick one example of an engagement in which you have participated and were inspired by. This could be an event, workshop, summit, conference session, etc. For each example, write up one page (A4) that has a picture or drawing of the engagement and then answer the three questions below the picture/drawing:

1. What is this example?
2. Why does it inspire you?
3. How can we use it in our engagements that we are designing?

You will have 3 minutes to go over your Lightning Demo example in front of the group and take questions. It is important to have this on a piece of paper so we can hang each of them on the wall in the room. We will start Design Session 3 with the Lightning Demos.



See You *Next Time!*

When: Friday 12th February 2021

Where: Lower Hutt Events Centre
30c Laings Road
Hutt Central

Time: 1pm – 4pm

Contacts: David Burt – 022 509 5497
Kylie Hathaway – 021 440 740
Brett Holand - 021 026 38121

Meeting re Community Engagement project: 5th February 2021 8AM

Present: DB, JS TT (HCC); KH, BH (CHQ)

1. For consideration:
 - Need to drive co-design in the lead group (LG) space
 - Need additional 2 x 3hr meetings?
 - LG dynamics going well, though need to consider if more work is needed between LG meetings, noting that pushing the group too hard/fast could lead to tension.
2. Budget
 - Have (subject to confirmation in LTP), ~\$200k x 4 years for community engagement related climate change work
 - Any initiatives that fallout from this project will be separate pieces of work
3. The need for adding strategic considerations to the material put to the LG (eg aligned with the work proposed by TT – ie this work programme around climate change will be a slow burn as it involves behaviour change)
 - This would need CHQ to build a strategic engagement framework
 - To be done by the end of the next LG workshop
 - Will be the “glue” that joins the immediate (project) LG work to the longer term programme work that will be necessary
 - It will be used to inform the development of the carbon reduction plan that would then be validated via the community engagement phase of the work
 - Would help ensure that people are on the same page
 - Traditionally a carbon reduction plan would be developed then implemented and potentially be seen as work in isolation from other work. The incorporation of elements of a strategic framework could help the work “alive’ over time to realise the longer term benefits
 - There is an appetite by the LG to inform the carbon reduction plan but there is also an appetite for a strategic journey that will emphasise the wider nature of the work to be done with the community over a longer time frame than this project will cover.
4. Next Steps [CHQ]
 - Will take ~10 days to develop the work needed and to bring to the next LG meeting
 - Q: Enough time available to do this? [Yes Not a “deep dive”]
 - Draft developed by Tuesday and included on run sheet for 12th LG meeting = – feedback needed by Wednesday.
 - Noted that the form/framework that on-going work in this area (ie community engagement) will take (post the completion of this project) has not been made by HCC
 - The work will need to be considered when the proposal for Phase 3 work is developed (potential constraints to be identified)
 - Cost estimate for this, additional Phase 2 work involved to be provided by CHQ
5. Framework

To use IAP2 framework

12th February 2021

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DESIGN LOG | HCC Climate Change Co-Design
LEAD GROUP WORKSHOP 3

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Document Purpose

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This document is not intended to be a comprehensive report but a visual capture of the work done during the workshop.

Facilitators

Brett Holland
Kylie Hathaway

Observer

David Burt (HCC)

Participants

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Apologies

What do we want to accomplish today?

- Introduce strategic engagement framework and timeline
- Present individual ideas in Lead Group Lightning demo
- Innovating with the 4-step sketch methodology introduced by Google
- Gathering ideas for community engagement

Hutt City Council

Climate Change Impact and Transition to Carbon Zero. Kia Manawa Titi.

Building a resilient city.

Co-Design, 2020/21 Design Session 3



Session 1: Engagement Framework

IAP2 Engagement Model

CHQ presented a strategic engagement framework that could be adapted to accommodate the input and objectives of the Lead Group. This follows the IAP2 *International Association for Public Participation* model.

The Lead Group endorsed this model, noting it was not a linear process and allows for adaptive engagement approaches to cater for different community needs.



I like, I wish, I wonder *Engagement Model*

Lead Group members were invited to provide high level feedback on the draft concepts in a 'round robin' style exercise



I like...

- ...the structure
- I like it
- I like [this model]
- ...the structure of the strategy
- ...that it is not linear
- ...the strategy format
- ...it shows an 'activity menu' not linear framework
- ...our children are a captive audience

I wish

- ...we could go faster
- ...I had some skills to understand how to make this happen
- ...that everyone involved stays involved and moves with the process

I wonder

- ...how do we keep as many people engaged?
- ...how does this *actually* happen? Who leads?
- ...how do we make this happen?

I like, I wish, I wonder *Design Thinking Approach*

Lead Group members were invited to provide high level feedback on the draft concepts in a round robin style exercise



I like...

- ...an empathy-based approach
- I LIKE IT! (x5 post-its!)
- Like this – it is important
- ...like the test phase – this is important
- ...that with design thinking we will get creative ideas and innovation
- ...that it is cyclical/reflective and goes back to what is important (Ideate/define)

I wish

- ...the test (test/pilot step) could become reality
- ...I was skilled to facilitate this type of thinking

I wonder

- ...how ambitious we can be?
- ...how creative we can be?
- ...what *I* can do *today* to make the world a better place?
- ...how do we define what is relevant/important?
- ...if we will refer back to this?

I like, I wish, I wonder *2-3 Year Timeline*

Lead Group members were invited to provide high level feedback on the draft concepts in a round robin style exercise



I like...

- ...that it is 'do-able' and sets up for continuation
- ...a longer more realistic time frame – not just short-term focus
- ...a 3 year planning timeframe is much more realistic
- ... shows we are listening with intent
- ...that it is NOT just '*Business As Usual*'

I wish

- ...we had loads of \$\$ to do some amazing engagement with things like virtual reality

I wonder

- ...how do we keep as many people engaged in the process?
- ...how to keep people interested and motivated?
- ...how we empower and keep things on track?

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Session 2: Lightning Demo's

I care. Do You?



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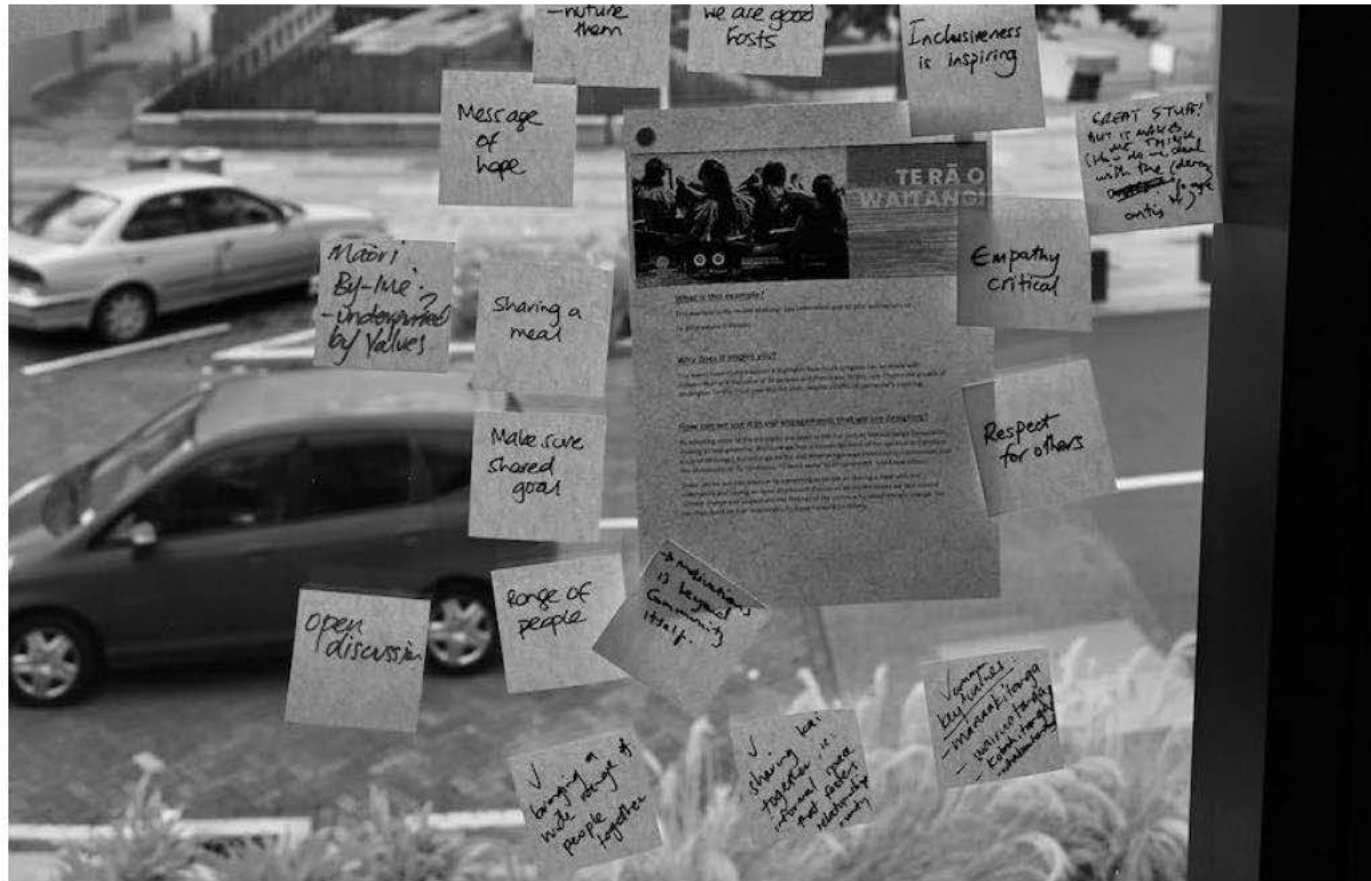
Wainuiomata Pathway



Planning for earthquake effects on the City



Te Ra O Waitangi



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Workshop in the Woods



Korero Playground





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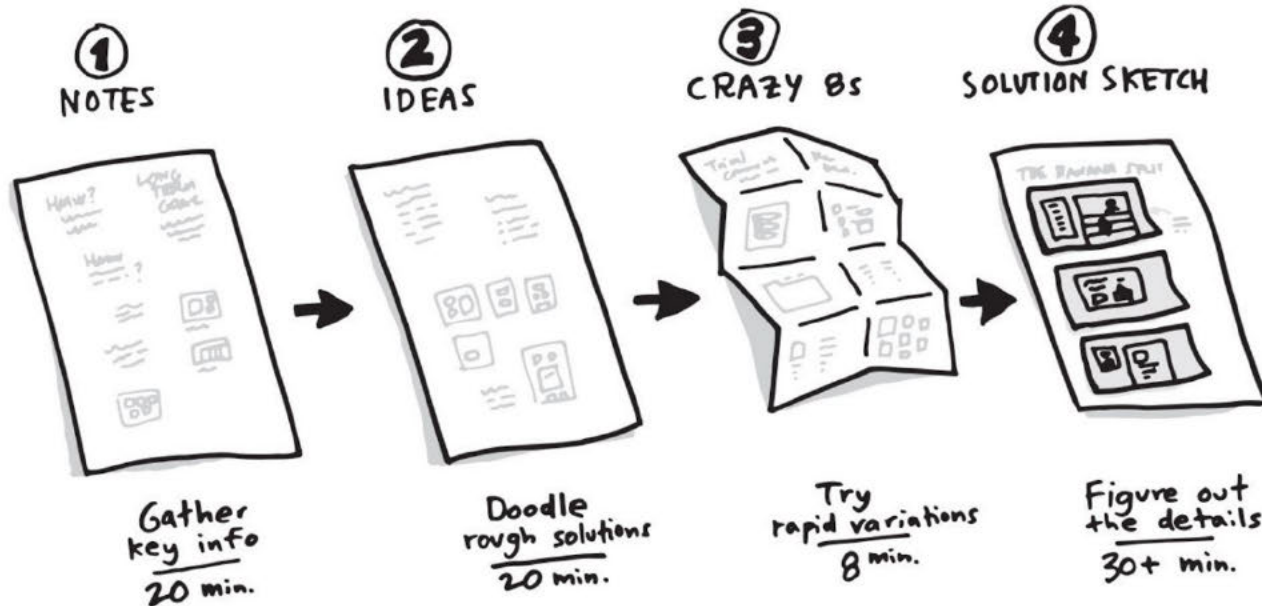
Session 3: Ideation – 4 Step Sketch

4 Step Sketch

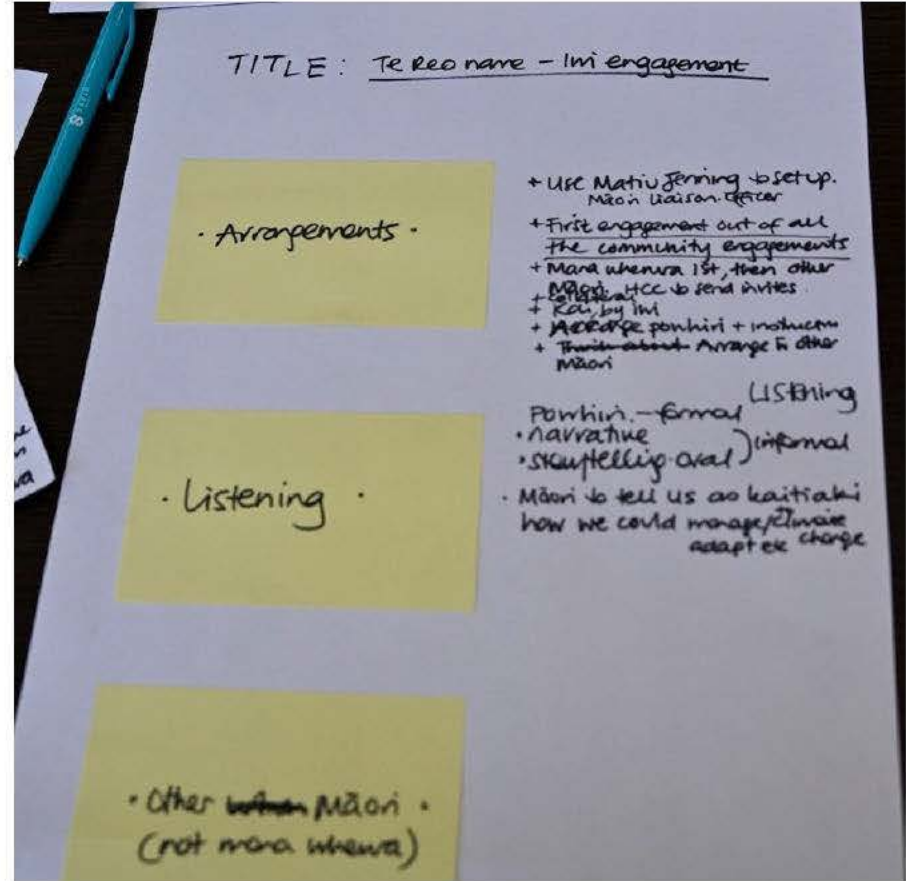
Exploring ideas for community groups

Focusing on 3* types of community groups; Individuals (households), Manawhenua and Groups/Institutions, the Lead Group members worked in teams to brainstorm different ideas, opportunities, barriers and constraints for possible community engagement.

**Business and Industry was the 4th group which will be explored between workshops*



Group 1 Manawhenua & Maori



Group 2 Groups/Institutions

Hand

TITLE: "Call To Action"

TARGET AUDIENCE

HINDS Biggest spend
HINDS Biggest Employe
REST Areas Biggest
young of elderly

FROM THE MESSAGE

Maximise the impact
for "call to change"
Message are up
affects

Youth - School
Employers - Work for
Elderly - PWD
Moms

EMPATHY, SINCERITY
"INFLUENCE"

Mansrakitanga has
to be the foundation
of an Community
Connection
Respect will win support.

Group

TITLE: We Have Power

Start with taking
power - gather through
short messages, flash
signs etc.
Build a group =
message = I
taking power/power to the people

Get - no age
included.

Get what we
involved in group

List individual members
Share sharing
messages

What we need
or want to

Group action

Support individuals
What group can
do.

List contacts
List who will do
what

Next supporting

Table

TITLE: EXISTING THE FAITHFUL

GET UP - spiritual leader (can
be be a church member or regular)
Engage in conversation in
FAITHFUL RESERVE FOR
CORRECTION (ACTION)
(Change who is group really
already taking the group meeting)

SECOND SESSION: MTC
- check back
- share our group why we
- teach the spiritual message
- share our faith
- share our faith with the
group members
- share spiritual with friends
(in group)

THIRD SESSION: MTC
- share the reflection
- share our faith with the
group
- share our faith with the
group members
- share spiritual with friends
(in group)

ONE THING TO REMEMBER THE
POWER OF PRAYER IS IN
THIS GROUP SO DO
PRAYERS

Group 3 Individuals (Households)

TITLE: Beach Chat (Individuals/Households)

Pre-work -
 Key messages
 Layout design
 Distribution
 Transport plan
 Name the 3 chairs

Logistics
 Venue, time and duration
 How far away from the
 beach house, food/drink
 Transport (list up possible?)
 Activities

Notes -
 Begin with relevant objectives
 Share important info first
 - then
 All then to them, while sending
 to drawing

Simple/Engaging graphics design
 Key information, sub-headers
 1-2. Shading/engaging fonts
 Work the tables
 Get out a week before to get evening

A local beach chat held in under some
 set up food, open bar/refresh
 Support for parents - not in the for kids?
 Communi/Sign to make some direction

Allow perspective single time
 Lead conversation with four chairs
 → 2000-2000
 Share personal stories
 All chairs to share - non-landmark!
 Assign a chair
 Point to a journey - and deliver

TITLE: Coming Together

CONNECT

Connect people & unite them
 through shared experience &
 sharing of how they
 view climate change &
 how it impacts them
 Provide safe space to share
 honestly, i.e. through tea

INFORM

Allow people to be informed
 by each other's experience &
 stories
 Present factual & scientific
 realities, esp on relevant
 localities - in a competent &
 friendly, not about already
 known or legislation i.e. Govt
 declaration on carbon zero.

VISION

Build the vision of the goals
 that were hoping to achieve
 (objectives) i.e. Carbon Zero
 by 2050 (ambition)
 Build on what is already
 happening to achieve the goals
 (ambition based) & what
 may be needed for further
 success which may help
 identify next steps/actions

TITLE: TRAINING FACILITATORS/Community Leaders

INVITATION →
 Inviting community leaders
 for a workshop on

Send out invitation to the other
 Community household leaders and
 individuals to come for a
 workshop

HEAR VERVE

Getting a venue closer to
 the individuals and host -
 leaders so that they can get
 they can really access the
 venue - it had to

Individuals (Households)

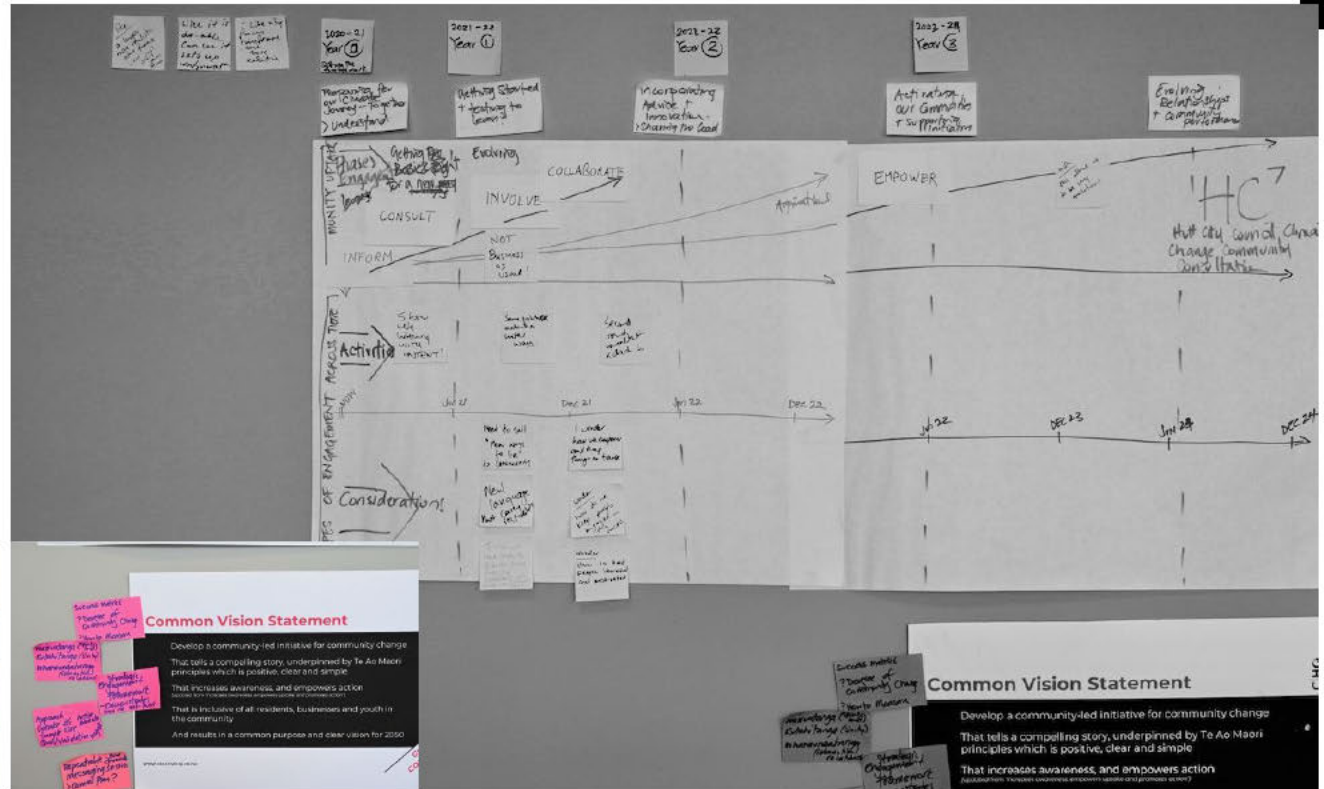


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Session 4: **Wrap Up**

A Developing Design

At the conclusion of the workshop CHQ presented back an indicative timeline pulling together the themes of the day and feedback across the session.



Commitments and Next Steps



1. We will build and distribute to you a design log of the contents of this workshop
2. Develop the strategic engagement framework for review at the next workshop
3. Prepare a communications overview on the purpose, function and activity of the Lead Group
4. Start coordinating contact lists of people who could be involved

See You *Next Time!*

Workshop Four – Our Last Design Session

When: **Friday 26th February 2021**

Where: **Lower Hutt Events Centre**
30c Laings Road
Hutt Central

Time: **1pm – 4pm**

Contacts: David Burt – 022 509 5497
Kylie Hathaway – 021 440 740
Brett Holand - 021 026 38121

Community engagement project meeting: 22nd February 2021 9 – 10am

Present: DB, JS, HO (HCC), KH (CHQ)

1. Preparation for Phase 3 work - general
 - Should the names of LG members be put to the 1st March meeting of the Climate Change and Sustainability Committee?" [Not at this time]
 - Strategic Engagements and Comms Plans will be needed in March
2. Engagement with mana whenua:
 - Ideation development started at the 12th February LG meeting (HO, TK, DB)
 - This engagement is definitely to be the first, with the content then used to inform other engagements.
 - TK (and Ash?) are to organise a hui
 - KH to contact TK and see if any help is needed around this. [Is a facilitator/SME needed?]
3. Strategic Engagement
 - Is a lengthy journey (3 years?)
 - Will need 6 – 8 weeks to initiate (ie include in the targeted engagement work in Phase 3)
 - Some thought is needed about the extent/scope of this work - ideally as wide as possible but resources including time are constrained (and there will be wide community engagement planned in the Phase 4 work)
 - One example is how we engage with community stakeholder sectors in Phase in Phase. One way would be to meet – perhaps for 2 hours and facilitated by a LG member with CHQ assistance³ - with 5 to 15 representatives (ideally key influencers) from different parts of the sector.
 - It I hoped that the key influencers would then engage with their constituencies, extending the community engagement around the project further
4. The Roadmap
 - What from will it take?
 - The initial focus likely to be on a city-wide Carbon Reduction Plan and understanding what actions the community (collectively and individually) can undertake and commit to
 - HCC has some external (community facing) initiatives included in the draft LTP as well as our internal carbon and energy reduction plan underway
 - HCC could provide information on on what the major city emission sources are
 - If it would be useful HCC could suggest some activities that could be used as a :“Straw man;’ for the community to consider in the first instance?
 - It is noted that BRANZ have developed (are developing?) a “Healthy Homes Building and Climate Change “resource and that technical expertise is potentially available to help with this..
5. Next Steps – internal coms
 - Need to plan a couple of internal workshops; initially a Project Board (and Jo?) ideation meeting in ~6 weeks and a wider HCC team around the end of May

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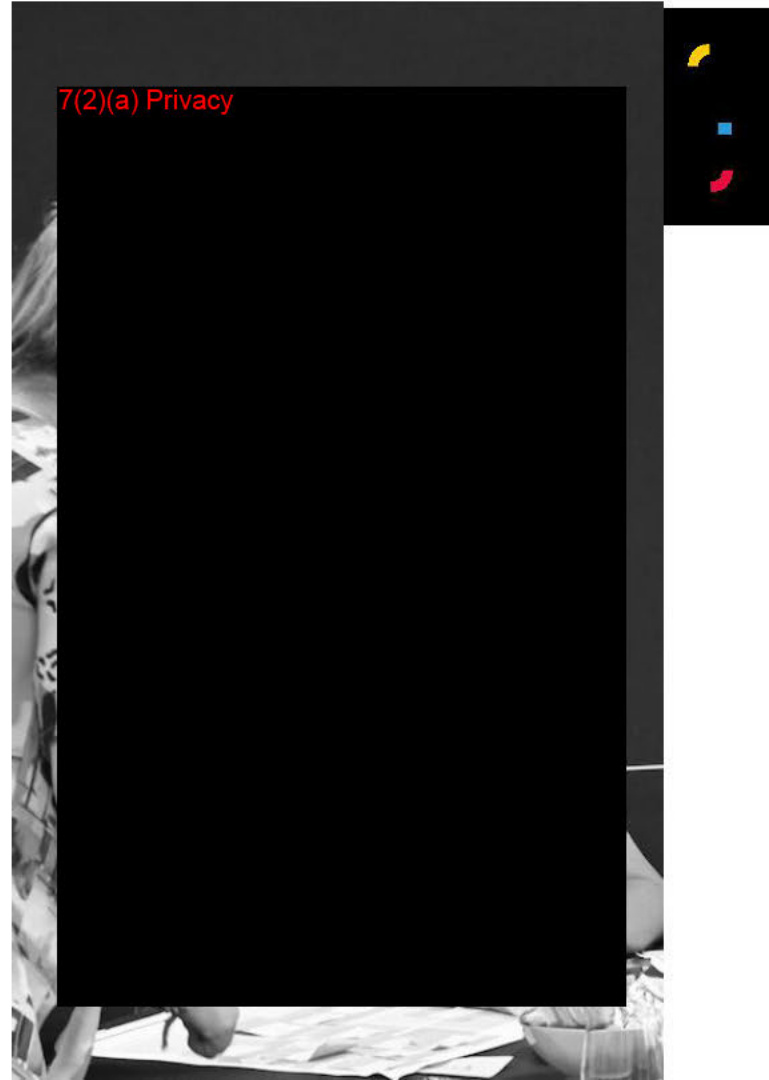
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Facilitators

Brett Holland
Kylie Hathaway

Observer

David Burt (HCC)
Jorn Scherzer (HCC)

Participants

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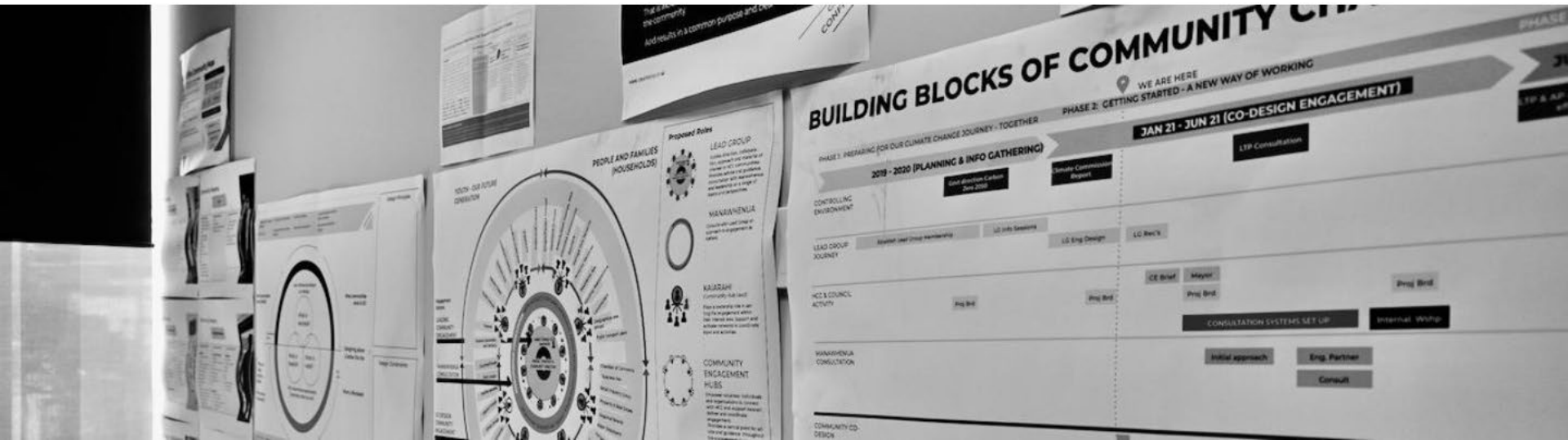
What do we want to accomplish today?

Everything that's left – Bringing it together!

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Climate Change Impact and Transition to Carbon Zero. Kia Manawa Titi.

Building a resilient city.



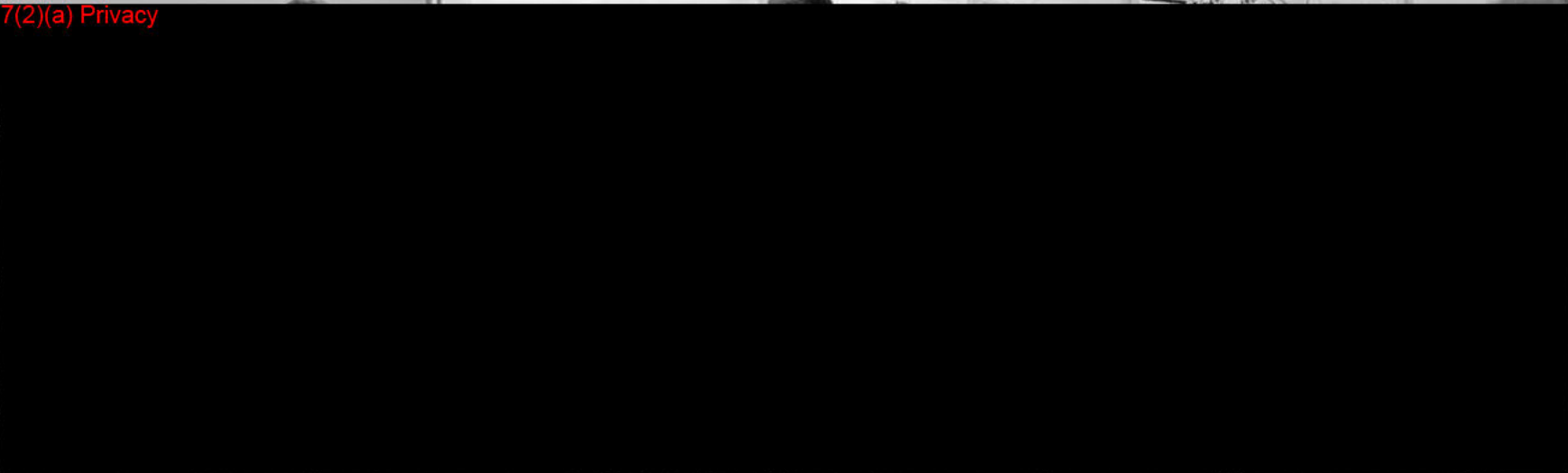


Our Last *Ambitious* Agenda

1. Activity update from HCC and Climate Commission report Helen
 2. What we must achieve today and the process from hereKylie
 3. What will make us successful? What will see us fail? Kylie
 4. Next iteration of strategic engagement framework and proposed community codesign Kylie
 5. Refreshing our ideas and building them better (Rapid fire) Brett
- WORKING BREAK (Grab a cuppa and keep going)**
6. Pitching engagement ideas and group discussion Brett
 7. Leading our communities and creating engagement 'hubs' Kylie
 8. Finding and connecting our networks of influencers Kylie
 9. What information/content do our communities care about? Kylie
 10. Presentation pitches and populate roadmap Brett/Kylie
 11. Retrospective on Lead Group Design Process Brett



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Session 1: **The Great Debate**

Community exercise

The final session started with a reflection exercise on the critical things that will influence the success and/or failure of the engagement process. Divided into even teams, members took turns and debated points of success and failure.

This engagement will be successful if...

- **We inspire** leaders in the community
- We engage people in a **bigger vision**
- We **move a 'step forward'** with a high proportion of people'
- The 'things we do **grow (momentum)** in the community
- **People feel they can take action**
- The process is **transparent**
- We hear the **voice of the youth**
- If some **groups take action**
- We make good use of social media and **different communications channels**

This engagement will fail if...

- We don't connect with people and we don't engage with the right groups and leaders – or engage with only a few groups
- We 'tell' people and talk down to them – rather than engage respectfully
- We do not provide useful and tangible information (in context for our audience)
- There is media backlash
- If we don't follow up when we do something
- If we don't keep meeting as a group to support each other and some people are still here trying to make progress in isolation
- If people don't understand the actions they have to take
- If engagement/solutions cost too much
- If we/they try to do too much too soon
- If we just work through Facebook
- **We act like hippies**

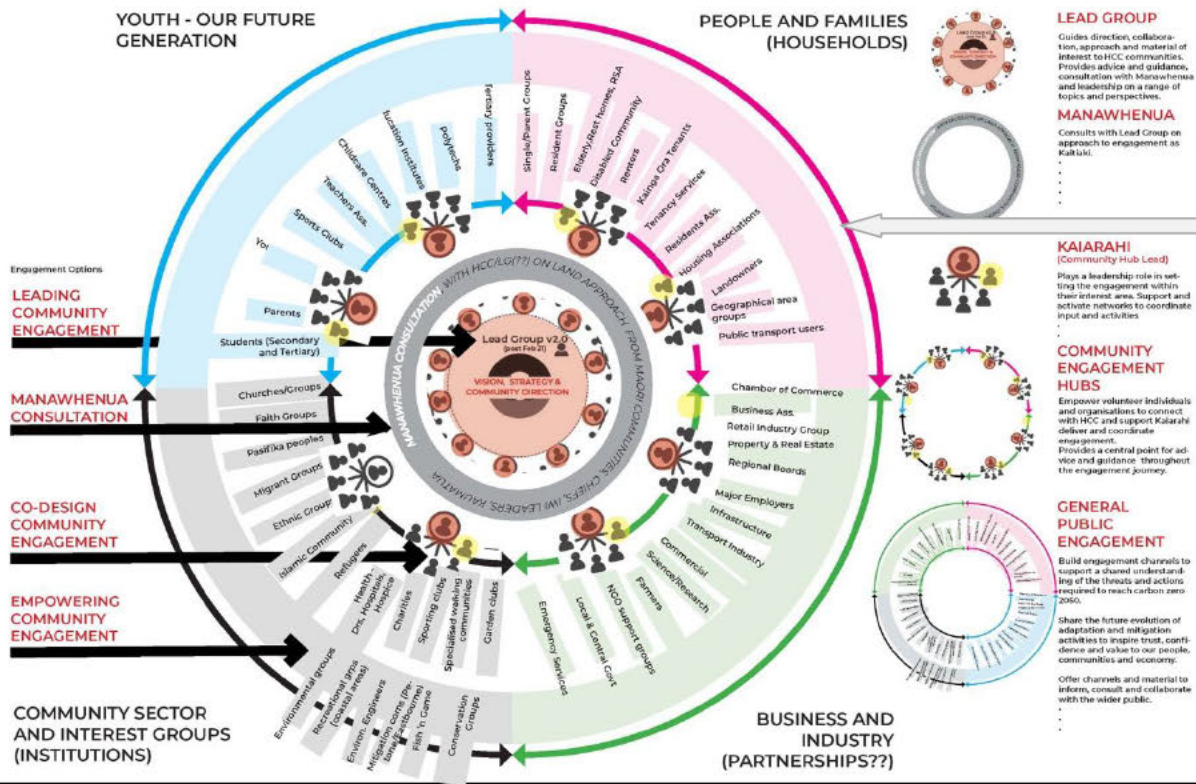


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Session 2: Strategic Framework

Categorising Community Groups **WHO**

CHQ presented the next draft of the engagement framework and foundational elements and progression of the lead group work



LEAD GROUP

Guides direction, collaboration, approach and material of interest to HCC communities. Provides advice and guidance, consultation with Manawhenua and leadership on a range of topics and perspectives.

MANAWHENUA

Consults with Lead Group on approach to engagement as Kahurangi.

...

KAIARAHU (Community Hub Lead)

Plays a leadership role in setting the engagement within their interest area. Support and activate networks to coordinate input and activities.

COMMUNITY ENGAGEMENT HUBS

Empower volunteer individuals and organisations to connect with HCC and support Kaiarahi deliver and coordinate engagement. Provides a central point for advice and guidance throughout the engagement journey.

GENERAL PUBLIC ENGAGEMENT

Build engagement channels to support a shared understanding of the threats and actions required to reach carbon zero 2050.

Share the future evolution of adaptation and mitigation activities to inspire trust, confidence and value to our people, communities and economy.

Offer channels and material to inform, consult and collaborate with the wider public.

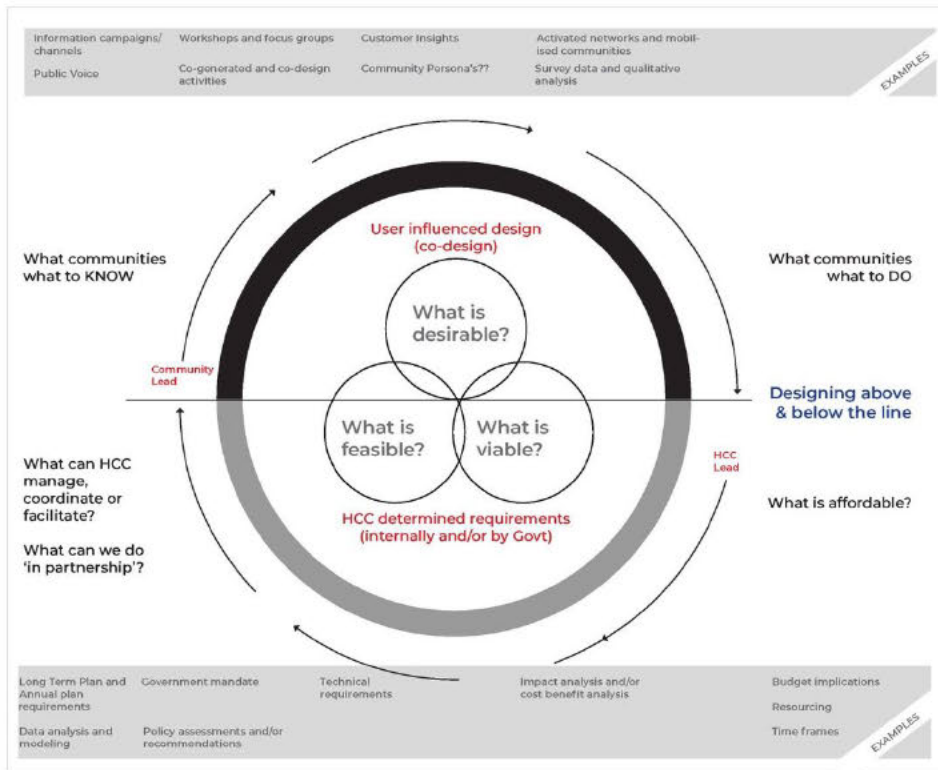
Workshop Comments

Add:
Grey Power
Manufacturers
Lifestyle (and owners)

Questions:
How do we engage with the influential?
How do we cross these? (Bruce coming back with confirmation of post-it)

Codesign 'above the line' **HOW**

CHQ presented the next **draft** of the engagement framework and foundational elements and progression of the lead group work



Design Principles

Design Constraints

Workshop Comments

- Working in partnership
- Business requires a commercial focus with localized data
- The process is a 'slow burn' we need to be ready for this
- Customised information for groups is key

- Cost of process, compliance and engagement

Different ways to engage **HOW**

NOTE: This diagram was not presented during the workshop. This is new information for the Lead Group which has been developed post Workshop 4.



Int. Ass. Public Participation Model - Adapted HC7

	INCREASING LEVEL OF PUBLIC PARTICIPATION				
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
GOAL	To provide balanced and objective information in a timely manner	Maintain feedback on analysis, issues and alternatives and decisions	To work with our communities to make sure concerns and aspirations are considered and understood	To partner with our communities in each aspect of decision making	To place final decision making and action plans in the hands of our communities
PROMISE	We will keep you informed	We will listen to and acknowledge our community concerns	We will work with you to ensure your concerns or aspirations are directly reflected in the decisions made	We will look to you for advice and innovation, and incorporate this in decisions as much as possible	We will implement what you decide
SUCCESS METRICS					

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Lead Group					
Manawhenua					
Kāiārahī (Com. L)					
Community Hu					
Māori Public					
Partners					
Business Part					
Project Board/Council					
HCC Staff					
Other					
Other					

Not presented at workshop



Session 4: **Developing Approaches**

Initial Engagement *Starting the Journey*

Who

- Taia/Ash connect with networks on the background
- Matiu needs to issue a formal invite to Iwi Leaders within Te Atiawa

How *(Options)*

- Hold initial meeting with right context at Marae
- Speaking point on Board Agenda

What (Topics to discuss)

- What challenges are you seeing/facing?
- What are the perceived impacts on your people?
- What work has been done/doing?
- Challenges, wins, opportunities
- What is important in any narrative:
- Engagement approach
- Risks – to the natural world
- History and stories
- What part/role do they want to play?
- Acknowledged as Kaitiaki – what does this mean in the process?
- How to engage their people?
- How to engage urbanised Maori – do Iwi leaders want to be involved?
- What education elements are important in the narrative when weaving Maori world view and science view

When

- If reaching the right people, they should be able to work with tight timeframes
- Meeting would require approx. 2 hours

Worksheet *The Plan*

7(2)(h) Commercial

Mana whenua



Business & Industry

Initial Engagement *A Slow Burn*

Group recognized the business community will be a long and challenging process but there are key opportunities to engage

Who

- Lead industries: Infrastructure, transport, high profile successful businesses (local hero's)
- Use local success stories to influence (strengths based)
- Utilise trust-based relationships
- Utilise supply lines to influence and inspire

How (Options)

- Breakfast & afterhours sessions
- 1 hour content – social media either side
- Lots of online content
- Face-to-face
- Bites of info to build awareness over long term

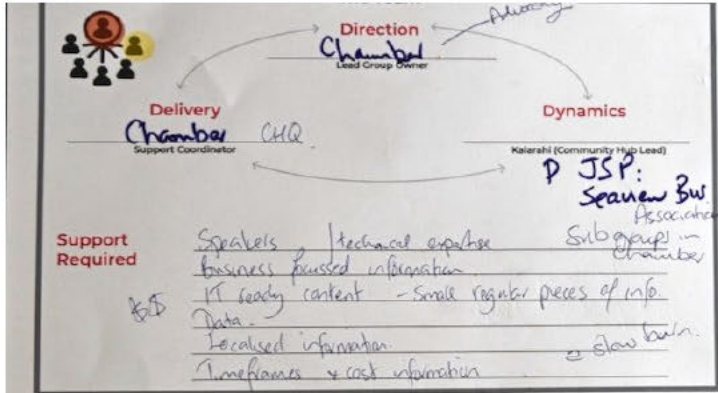
What (Topics to discuss)

- Content needs to address cost, timing and impact on their business/locations
- Use experts to inform community and build awareness (businesses greatly respect experts)
- What does it mean for me and my business?
- Go where trust exists to find advocates
- Inspire with examples of local success
- Create opportunities to learn from peers
- 20% inform and 80% listen
- Keep sessions active, snappy and focused

When

- Use differing time slots across morning and evening
- Short/medium and long term focussed challenges

Worksheet *The Plan*



Who should we engage with?

Contacts (hub membership)

Engagement Approach

How often? *know, web, social, face 2 face surveys, visits, interviews*
Regular online *in a relevant interest business location*
Build online resources & content. *online in business space*

Best location

What questions should we ask?
How ready is they govt staff?
Give them opportunities to share or talk
Show benefits to them
Who are industry stars in this area
What are they currently doing or planning to do
What lessons have they learnt so far
Why are they already making changes
What do they see as the role of govts?

What questions should we avoid?
Don't be directive, don't compel
We need to acknowledge those that are already taking action

Identify local connection globally particularly e.g. NEC Japan

Content and Information

What information, expertise, or knowledge should we use to catalyse, inform and stimulate the community engagement?

Share great examples e.g. signing Rucka strong latest electric trade vehicles

Advisory board



People & Households

Initial Engagement *Local Flavour*

Who

How (Options)

- Use publicity/invitation

What (Korero)

Content

- Creating safe space i.e. using 'community builders' (aka ice-breakers)

Inform

- Sharing our own stories and experiences
- Present fact-based information esp. to geographic areas

Vision

- Broader legislative goals and local community goals
- Korero about the intersection of these goals

Action

- Practical action
- Probable future events

Where

- Easy access – for all community members

Worksheet *The Plan*

Direction

Lead Group Owner

Delivery
"Local leader"
Support Coordinator

Dynamics
resident Association/group leaders
Kaisarahi (Community Hub Lead)

ie: someone who has mana in the community, profile, experience in leading.

Support Required

Potentially facilitator
Experts in the field w factual info
Logistical support, ie: venue & catering
Potentially commis/media/publicity

Who should we engage with?

"Resident Associations" / Resident Groups, etc.
(leaders of)

Engagement Approach

How often? Roughly 6 weekly
(needs to stay relevant but not lose momentum)

Best location somewhere LOCAL + neutral.

What questions should we ask?

What's important to you?
What do you understand of 'climate change'?
What do you see as possible?
→ what do you think your role is within that?

What questions should we avoid?

What ~~can~~ is not possible?
(ie: the negative, doxday ques)

Content and Information

What information, expertise, or knowledge should we use to catalyse, inform and stimulate the community engagement?



Interest Groups

Initial Engagement *Empathy, Sincerity & Influence*

“Don’t despair! Action is the solution!”

Who

- Target initial contact group/person
- Biggest size of scope/reach
- Workable structure to influence
- Support the ‘converts’

How (Options)

- Initial conversation with leader of group:
 - How will 1st group session work?
 - How do we contact/bring group together?
 - What methods/media should we use/
 - Where, when and how?

What (Topics to discuss)

1st Group Session – Shock and awe!

- Food
- Mission and factual ‘stuff’
- Anxieties/concerns – good to address worries
- Possible steps – conversation, research, action
- Practical re next meeting – when, who, what, start point

Subsequent meetings (1-21 meetings)

- Iterate towards action
- GP’s may be fast start??
- Outreach to other groups?

When

- Multiple meetings
- **Important to have time for reflection and recentering**

Notes

- Caution – triage of drivers

Worksheet *The Plan*

Support Required

SCIENTIST! (SUBJECT EXPERT)
FACILITATOR MAYBE (MAY BE MEMBER OF TEAM ALREADY)

Engagement Approach

How often?

- LETTER MFG
- GROUP MTR 1
- GROUP MTR 2 → X?
↳ REVIEWS.

Best location

THEIR HQ/
SPACE

What questions should we ask?

- THEIR MISSION
- CURRENT ACTIONS
- CONCERNS - GROUP/INDIV SEPARATELY
- ^{idea} WLT ~~WLT~~ CONCERNS?
- WHAT DO THEY WANT TO KNOW?
- WLT JOINT CONCERNS?
- WHO'S RESPONSIBLE FOR WHAT
- WHERE'S THE RESOURCES?
- WHAT DO WE WANT COUNCIL TO DO? (AS OPPOSED TO US).

What questions should we avoid?

WHAT DO YOU KNOW ABOUT CC?

Content and In

What information, expertise, or knowledge form and stimulate the community en



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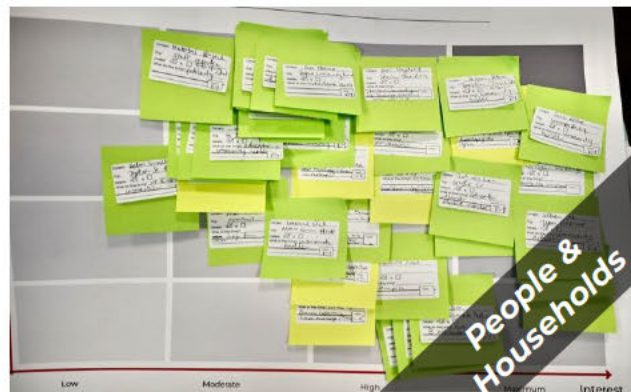
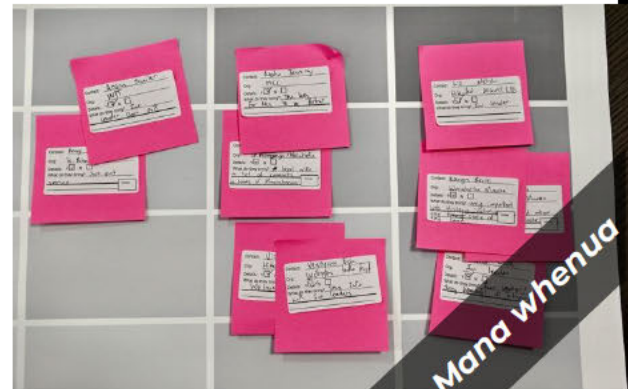
Session 5: Finding Our Influences

Who we connect with now?

Lead Group members identified key influences, leaders and advocates in their areas. These contacts were plotted on an impact vs interest access.

**Data from this exercise has been collected in a separate spreadsheet and will be circulated to Lead Group members to populate where appropriate.*

**High-res photographs are available through CHQ if detail is required by group.*



Who we connect with now?

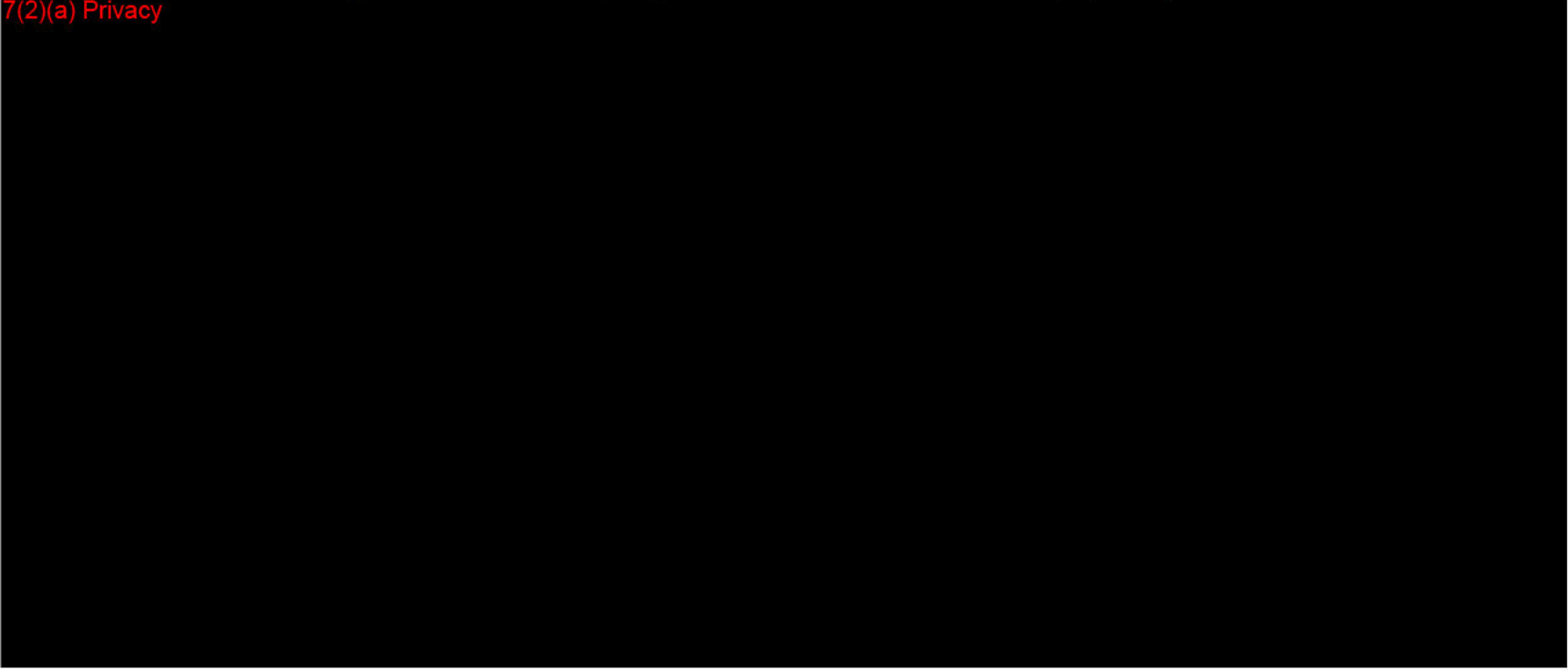
Contacts were combined to create a Group view of our initial networks and who we need to connect with. **Data from this exercise has been collected in a separate spreadsheet.*




Future Involvement? *Lead Group members*

The Lead Group members were invited to identify how and where they would like to be involved in future phases and engagement with community groups.

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Session 6: Reflecting On The Process

Reflecting on the Process *Retrospective*

As Phase 2 drew to a close, the group reflected on the process. **Individual contributions captured only. Comments do not reflect a Lead Group position. Further surveys will be completed through the CHQ process.*

What's worked?

- ✓ Enjoyed the way the process moved around to accommodate different ways of working - was easier when it allowed us to converse
- ✓ Enjoyed the process and seeing the progression
- ✓ We are embarking on something amazing – its great to part of it
- ✓ Group should stay together moving forward to continue momentum
- ✓ The structure of the group worked really well with good group dynamics. Would like to stay together
- ✓ Valued the opportunity to bring what maybe 'obvious' perspectives [to me] to the table and share what we do everyday
- ✓ Cool group of people with different backgrounds
- ✓ Can see the direction now
- ✓ I want to get going and do something but its good to see a plan there
- ✓ Valued the business community being invited with the rest of the community
- ✓ Openness and transparency within the process
- ✓ I'm in! I can lead with direction

Things to think about and consider?

- ⚡ We (as a group) could become a sounding board for the community
- ⚡ More work is needed to get a co-design framework underway
- ⚡ There was a lot packed into 3-hour workshops
- ⚡ There is still work that this group needs to do to allow it to take on 'an advisory group' role
- ⚡ We need to think and consider different ways people like to take on all the information

What could we do differently?

- ✗ The design of sessions needs to avoid silos and connect in with other group members better
- ✗ I'd like things to be quicker – workshops were long and required a lot of time commitment
- ✗ Friday afternoon was a difficult time to attend sessions (especially after long weeks)
- ✗ Need time to engage and reflect - a struggle to take in some of the information without time to digest

Thanks for your participation!

What's next?

- HCC and CHQ will determine the next steps and be in touch with Lead Group members to confirm future involvement and availability.
- Lead Group members are asked to hold off sharing information and/or any community engagement until the project board, HCC and Mayor have been briefed, and Mana whenua is consulted on the process and approach where appropriate.

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