

Executive Summary

This policy articulates what Wellington residents can expect from the Council when they engage with the Council, be it through:

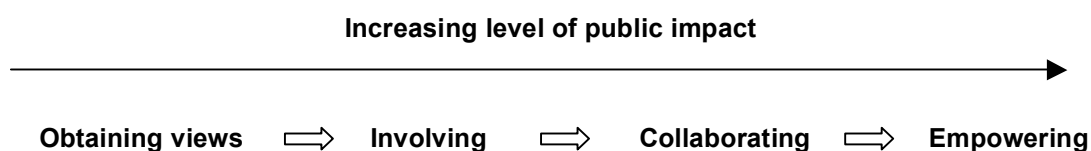
- the contact members of the public have with the Council through the everyday services and facilities they use
- the ongoing relationships the Council develops and maintains with its different communities and sector groups
- the consultation processes undertaken when a decision is to be made.

Throughout these different types of engagement, the Council will:

- act with integrity and respect
- be committed and competent in their roles
- take pride in and responsibility for what they do
- be enterprising and deliver on what they say they will do
- work with the community to deliver on community needs and aspirations.

For the engagement that occurs within the consultation/decision-making process, the policy outlines the factors that are taken into account when the Council determines when it will consult, and the extent to which it will do so. Key to determining this is considering how aware the Council currently is of the views of its communities on the decision.

Once a decision is made to consult, a consultation process can occur at a number of different levels, each of which give the public a varying degree of impact on the decision. Consultation can be about¹:



In general, when the Council undertakes a consultation process, it will operate at the level of **involving**. To the Council this means it will:

- identify those who are “affected and interested” in the decision early in the process
- as far as it is possible, raise awareness around upcoming decisions so affected and interested people have the opportunity to identify themselves at an early stage
- enable those identified to be involved in an ongoing process where they can make their views known and have them taken into consideration.

The Council is clear that involving is not always about:

- reaching agreement or consensus
- negotiating the outcome
- treating the views received as a “vote”, where the majority view must be recommended and adopted.

¹ Continuum adapted from the International Association of Public Participation.

When a decision is made not to consult, then the Council will **inform** residents and communities about why that decision was made and the other options considered alongside the decision.

When a decision is made to undertake a consultation process, the Policy outlines the Council's commitment to the following principles:

1. Encouraging early involvement in a decision
2. Ensuring the process is clear and open
3. Encouraging input and information from a diversity of views
4. Giving people enough time to provide comments
5. Providing all relevant information
6. Ensuring all information is accessible
7. Acknowledging all responses and providing feedback on the final decision made.