



# The How Team

**Building trust for better decisions**



PAPANUI

MERIVALE

RICCARTON

Christchurch

LINWOOD

NEW BRIGHTON



# THE HOW TEAM





Community

Community Groups

Wider Agency Staff

How Team  
Community Members


How Team  
Agency Staff

Convenor

Renew  
Brighton

Regenerate  
Project Team

# POINTS OF DIFFERENCE

- How not what
  - Run by community, not government
  - Includes community & government  
Paid for attendance
  - Chosen on ability to listen, not represent
- 

**Informing  
decisions**

To provide opportunities for the community to contribute to decision making processes.

**Building  
capacity**

To educate the community on a specific theme or issue to increase knowledge or change behaviours.

**Strengthening  
relationships**

To build new relationships and /or improve relationships with the community.

**Informing  
decisions**

WHERE DOES  
YOUR PROJECT  
SIT?

**the  
engagement  
triangle**

**Building  
capacity**

**Strengthening  
relationships**



# **SOUTH NEW BRIGHTON & SOUTHSORE**

**PLANNING FOR THE FUTURE  
OF OUR COMMUNITY**

We're seeking members for...



Do you want to make sure  
everyone's voice is heard?

A new community-led group to design genuine and effective community input into HOW decisions are made about the future of South New Brighton and Southshore over sea level rise and the red zone.

## **DROP IN SESSIONS**

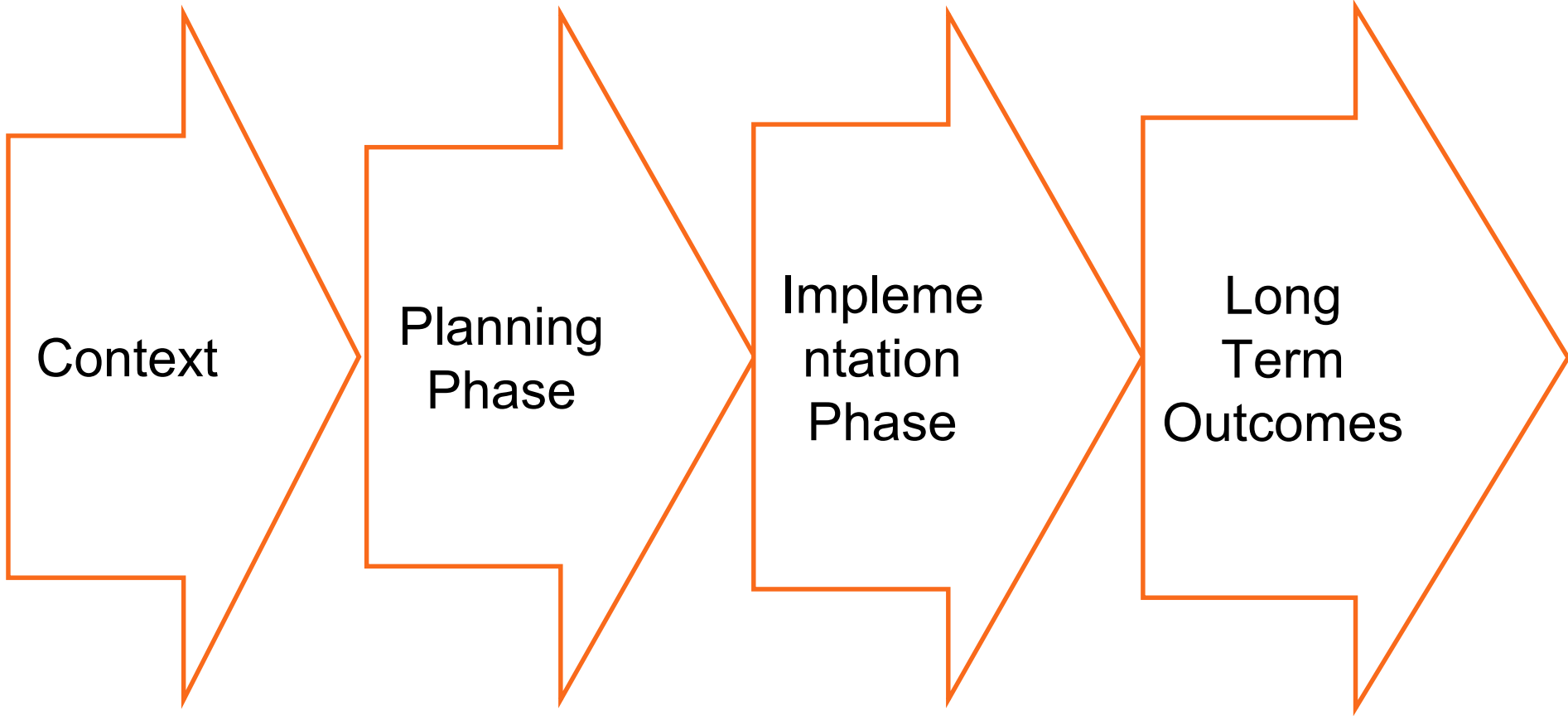
13th, 22nd November - Beatty Street Hall 7-9pm

[www.renewbrighton.org](http://www.renewbrighton.org)

For more information contact Rachel  
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**APPLICATIONS CLOSE FRI 24<sup>TH</sup> NOV**





Context

Planning  
Phase

Impleme  
ntation  
Phase

Long  
Term  
Outcomes





!

**SHORT TERM OUTCOMES**

- Fit for purpose, locally relevant
- Engagement Plan Created
- Trust between agencies and community builds
- Agency and community commitment to Engagement Plan

**WHAT WE HOPE TO ACHIEVE**


- Trust between agencies and community continues to build
- People get involved
- Equity in voices
- Depth of understanding grows and develops
- Line of sight and transparency about decisions
- Connection and empowerment

**LONG TERM OUTCOMES**

- Good decisions that are made which are understood and acceptable
- Community and decision-makers wellbeing is intact – resilient and strong
- Successful adoption and implementation of adaptation strategies by community and agencies

**Meeting 1** Wednesday 24<sup>th</sup> January - Induction Meeting: perculating; heartened; a good start; optimistic; optimistic; optimistic; encouraged but wary; hopeful; keep it simple; excited; awesome possibilities; Meeting 2 Thursday 1<sup>st</sup> February: *Overwhelmed with information; full head; sewing it up; positive & a good framework; shit just got real; OMG, this is where we have to walk the walk; optimisitc; exhausted; honest; more reassured; alert; interested; collective depth (observation from evaluator);* Meeting 3 Thursday 8<sup>th</sup> February - Agency framework for the Strategy: encouraged x2; stuff to think about; inspired; potential for the community on how to do this stuff well; impressed (by people, knowledge & ideas); potential; full; better informed; trucking on; accelerating (getting to the main course) Meeting 4: Tuesday 13<sup>th</sup> February - community presentations on engagement: awesome; engagement; a dam bursting; stoked we are on the right track; responsibility; challenging; déjà vu; niggling; stoked/thoughtful; history; potential to heal/on track/challenged; Meeting 5 Tuesday 20<sup>th</sup> February: encouraged; invigorated; therapy; encouraged; thankful for honest communication; emotion/excited; excited/depth; relief (it could work); disturbed moving to reconciled/a way forward; processing; awake; better connected/joining some dots; Meeting 6 Tuesday 27<sup>th</sup> February: invigorated; satisfied; excited; energised; fun; motivated; a window into the future; empowered; empowered; hopeful; stretching; peculating; fantastic; Meeting 7 Tuesday 6<sup>th</sup> March: elephant (how to eat one); lego; complexity; mud; frustrated; bamboozled; trepidation; contemplative; stretched; stretched (time in particular); 'sandbox'; tricky; what is this really all about?; Meeting 8 Thursday 15<sup>th</sup> March: getting there; thrilled; significant progress; tired; progress; forward thinking; exhausted by the effort; tired & blank; making progress; pleased; making progress; Meeting 9 Tuesday 20<sup>th</sup> March: merging; starting to land/progressing; anxious that we are running out of time (x 12); lots to do; proof of the pudding will be in the eating; good enough; faith; commitment we can do it; Meeting 10 Thursday 22<sup>nd</sup> March - Community engagement session: inspired/ pleasantly surprised; concerned x 3 (re two way trust); optimistic; reassured; complexity; Meeting 11 – Tuesday 27<sup>th</sup> March: EXHAUSTED; Meeting 12 – Thursday 29<sup>th</sup> March: SIGN OFF! bubbly; satisfied; woohoo! what an achievement; really excited; stoked; we did it! anticipatory; it feels like spring time; optimistic; pleased; a baby! very happy; Presentation to the Leadership Team Thursday 19<sup>th</sup> April: appreciated; re-energised; validated; grateful; shared responsibility; ready; forward; excited; feel full up; extremely optimistic; excited; responsible; excited/daunted; entrepidation; excited & ready; trusting; commitment; dream team; HEARD.



	Excellent	Good performance	Satisfactory	Needs improvement
Process				
Engagement Plan				
Resourcing				
Relationships				

# RUBRICS

Clarity of process	Clear sense of scope of the context, process and roles within it. There is a culture of participation and respect, which includes agency responsiveness and transparency of the process. Trust and good relationships with and among those facilitating the process.
Clarity in the community	People understand the information and the intentions of the project. Decisions are transparent and understood.
Inclusion, Accessibility & Equity	Participants strongly reflect relevant population characteristics. Fora and communications are appropriate to meet the diverse needs of different groups, and address barriers to participation. Equity.
Timeliness and Responsiveness	The agencies are responsive to the community, providing sufficient information to address the issues raised. Responses are provided in a timely manner, so that issues and concerns do not escalate. Trust in the agencies grows.
Influence, leading to sustainable decisions	The engagement process has, and is seen to have, appropriate influence in decision making. The process clearly demonstrates how participants have influenced outcomes. Participants clearly see the impact of their contributions and decisions are understood. The engagement process has created social capital and strengthened processes for ongoing adaptive design and policy making. Key stakeholder groups are involved in the evaluation process.
Local Empathy, wellbeing & capacity	The How Team and the agencies understand and are responsive to stresses and concerns in the community and the agencies
Resourcing	The financial, skill and people costs required for engagement that addresses above criteria is acknowledged and provided.



# FEEDBACK/THOUGHTS

