



2. FEEDBACK ON CONSULTATION OUTCOMES

The Committee **received** a report from Mike Richardson (City Manager) reporting on the 'Anticipation Dialogues' session at the Committee's seminar meeting held on 7 March 2002. The purpose of the session being to provide a way of seeing whether or not there are any 'big picture' outcomes which are being overlooked because of our approach of focusing on the process of consultation around specific significant activities such as parks and streets.

The City Manager signalled some of the emerging key themes as:

- Citizens feel well informed about Council activities, not just decision-making processes.
- Much information is available electronically, but face-to-face opportunities are also evident.
- There is clarity as to expectations in consultation.
- There is clarity as to roles and clear communication lines with staff for the public to have service delivery concerns addressed.
- Greater use is made of ways for gaps within the community to inform the Council's 'agenda' (ie initiation of communication is two way).

The Committee **decided** that in order to develop a policy which clarifies for citizens their expectations around consultation to influence Council decision making, the Committee look further at:

1. Techniques for engaging the community in coordinated and unified dialogue.
2. Ways of making information on Council activities and decision-making available in accessible and targeted ways, especially by using electronic means.
3. Clarifying expectations of the public in the various types of consultation process.
4. Techniques for the community to initiate issues for discussion with Community Boards/Council.