

HAGLEY/FERRYMEAD COMMUNITY BOARD

BARNETT PARK SUBCOMMITTEE AGENDA

24 AUGUST 2010

9.30AM

IN BOARDROOM, LINWOOD SERVICE CENTRE, 180 SMITH STREET, CHRISTCHURCH

Community Board: Hagley/Ferrymead – Barnett Park Subcommittee Bob Todd (Chairperson), Rod Cameron and Tim Carter.

> Community Board Adviser Jo Daly DDI: 941 6601 Email: jo.daly@ccc.govt.nz

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1. APOLOGIES

2. CONFIRMATION OF MEETING MINUTES – 21 JULY 2010

The minutes of the Subcommittee meeting of 21 July 2010 are attached.

STAFF RECOMMENDATION

That the minutes of the Subcommittee meeting of 21 July 2010 be confirmed.

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ATTACHMENT TO CLAUSE 2

HAGLEY/FERRYMEAD COMMUNITY BOARD – BARNETT PARK SUBCOMMITTEE 21 JULY 2010

Minutes of a meeting of the Hagley/Ferrymead Community Board Barnett Park Subcommittee held on Wednesday 21 July 2010 at 2pm in the Boardroom, Linwood Service Centre, 180 Smith Street, Linwood.

PRESENT: Bob Todd (Chairperson) and Rod Cameron.

APOLOGIES: An apology for absence was received and accepted from Tim Carter.

The Subcommittee reports that:

1. DRAFT CONSULTATION PLAN FOR BARNETT PARK BIKE AND SKATE AREA

The Subcommittee considered a report seeking approval for the draft consultation plan for the Barnett Park bike and skate area to proceed to peer review by an independent external consultant.

It was **resolved** that the Subcommittee approve the draft consultation plan for the Barnett Park bike and skate area, to proceed to peer review by an independent external consultant.

The Chairperson declared the meeting closed at 2.02pm

CONFIRMED ON THIS 24TH DAY OF AUGUST 2010

BOB TODD CHAIRPERSON

3. FINAL CONSULTATION PLAN FOR BARNETT PARK BIKE AND SKATE AREA

General Manager responsible:	General Manager City Environment DDI 941 8608
Officer responsible:	Transport and Greenspace Unit Manager
Author:	Joanne Walton, Consultation Leader – Greenspace

PURPOSE OF REPORT

1. The purpose of this report is to seek a recommendation from the Barnett Park Subcommittee that the Hagley/Ferrymead Community Board approve the draft consultation plan for the Barnett Park bike and skate area (refer **Attachment 2**) to proceed to public consultation to be undertaken by an independent external consultant.

EXECUTIVE SUMMARY

- 2. On 17 March 2010, the Hagley/Ferrymead Community Board resolved on the motion of Bob Todd, seconded by Rod Cameron, that the Board adopt the process for a revised consultation plan and communication plan with an external independent party appointed to peer review the questions, as recommended in the staff memorandum from the General Manager City Environment, as a means of progressing the Barnett Park Bike and Skate Area issue.
- 3. It was also on the motion of Bob Todd, seconded by Rod Cameron, that a subcommittee comprising the Chairperson, Deputy Chairperson and Rod Cameron be established to work with staff to devise a revised consultation plan and to produce a communication plan for the consultation of the Barnett Park Bike and Skate Area to be presented back to the Board for approval.
- 4. On 21 July 2010, the Subcommittee resolved on the motion of Bob Todd, seconded by Rod Cameron, that the revised draft consultation plan prepared by Council staff, members of the project team, Communications team and the Subcommittee members proceed to peer review by an independent external consultant, prior to the Subcommittee confirming the draft plan and presenting it to the Hagley/Ferrymead Community Board for approval.
- 5. The revised draft consultation plan was reviewed by an independent external consultant (refer **Attachment 1**). Some amendments have been made to the wording of the draft consultation plan, in particular the questions to be asked of the community, as a result (refer **Attachment 2**).

FINANCIAL IMPLICATIONS

- 6. Funding for this project is provided in the 2009-19 LTCCP Sports Parks Playground and Recreation Facilities (page 239) as shown below:
 - (a) 2010/11: \$52,183

There is sufficient funding to undertake the proposed consultation. Depending on the outcome of the consultation, there may be insufficient funds to complete the actual construction and additional funds will need to be applied for through future LTCCP or Annual Plan allocations.

Do the Recommendations of this Report Align with 2009-19 LTCCP budgets?

7. As above.

LEGAL CONSIDERATIONS

8. The Subcommittee has been formally appointed by the Hagley/Ferrymead Community Board to work with staff in the development of the proposed consultation plan. No other legal considerations have been identified.

Have you considered the legal implications of the issue under consideration?

9. Yes, as above.

3 Cont'd

ALIGNMENT WITH LTCCP AND ACTIVITY MANAGEMENT PLANS

10. The project aligns with the 2009-2019 Long Term Council Community Plan as outlined above. The proposed consultation plan is in line with current Council practice for projects of this type.

Do the recommendations of this report support a level of service or project in the 2009-19 LTCCP?

11. Yes, as above.

CONSULTATION FULFILMENT

- 12. Council staff have been working with the Subcommittee of the Hagley/Ferrymead Community Board on the development of a revised consultation plan for the Barnett Park Bike and Skate Area.
- 13. The consultation plan has been peer reviewed by an independent external consultant.

STAFF RECOMMENDATION

It is recommended that the Barnett Park Subcommittee recommend that the Hagley/Ferrymead Community Board approve that the final draft revised consultation plan for the Barnett Park bike and skate area as shown in **Attachment 2**, including the communications plan, proceed to public consultation to be undertaken by an independent external consultant.

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ATTACHMENT 1 TO CLAUSE 3

po box 683 💿 wellington 💿 new zealand 💿 t + 64 4 473 2702 💿 people@pattillo.co.nz 💿 www.pattillo.co.nz



04 August 2010

Rod Whearty Consultation Team Leader Christchurch City Council

Dear Rod, Bike and Skate Park facility Consultation Plan

Thank you the opportunity to review the Consultation and Communication Plan for the potential development of a bike and skate park facility in Barnett Park or surrounding suburbs.

I have reviewed the plan and supporting material and discussed the plan with you and the consultation advisors working on the project. In reviewing the plan I used the framework and approach of IAP2 to public consultation.

In addition to a general review of the plan you asked me to give you advice on the appropriateness of asking respondents to indicate their ages.

My comments

The plan is logically and professionally structured, with a clear identification of the context for the project and key issues and concerns.

My main comments relate to:

- The lack of clarity in the documentation relating to the decision being considered. Clarity about the decision being consulted on is a critical platform for public consultation. In the original plan draft there seemed a number of points of focus or decision:
 - a.park location
 - b.interest and concerns in the park
 - c.whether to proceed with the park at all
 - d.park design
 - e.concerns and impact for local resident of the park

The focus for the Board decision only became clear in conversation with the consultation advisors, I've inserted in the plan my interpretation of your decision statement and aligned the consultation questions with this decision statement:

To confirm or otherwise the feasibility of the proposed Bike and Skate Facility for young and new riders in terms of local interest and demand for the facility.

To assess the impact of the Barnett Park site on the level of demand and interest and the impact on residents local to Barnett park.

- 2. The lack of explicit statement on the level to which the public can expect to be influential in the decision. Being clear about the promise in a consultation process helps give the public clear expectations about the level of involvement they will have in the decision making process. In the detail of the plan the techniques being proposed are consistently at the inform and consult levels of the IAP2 spectrum, therefore I have added a comment on the spectrum level on the plan. Collected feedback on concerns and aspirations and provided feedback to the public on the consultation process and the actions and decisions of the Board.
- 3. The suggestion that you should collected age data on the respondents in the consultation is not one that I would support. It is not clear to me how you intend to use this information and what impact this information would have on the views on the validity of the feedback being collected. Simple age data would still require you to draw inferences from the data on the comments made. If the intent is to ensure that the views of families of potential users and potential users are captured then a more productive approach, in addition to the general engagement plan is to directly contact families in the area, perhaps through schools to gather feedback on the demand for the park and the impact of locating the park in Barnett Park. This specific activity would give you more direct feedback and the Board would understand the perspectives being held. I have included these suggested changes in the consultation plan.

My specific suggestions on changes to the plan are marked as track changes to the Consultation and Communication Plan. Thank you for the opportunity to review the plan. I'm happy to provide any other support required. Keep me in touch.

Kind Regards

Anne Pattillo



Consultation and Communication Plan Project: Sumner to Mount Pleasant area - Barnett Park - Bike and Skate Facility **Community Board:** Hagley/Ferrymead **Community Board Subcommittee:** Chair – Bob Todd Deputy Chair - Tim Carter Board member - Rod Cameron **Council Project Team:** Project Leader: Steven Gray Consultation Leader: Joanne Walton Landscape Architect: To be advised Area Contracts Manager: Harry Roelofs Asset & Network Planning: Grant Macleod External consultants to the Council Project Team: Skate park designer: Campbell Johnson (1) To provide independent peer review of consultation/communication plan (including consultation questions) and consultation leaflet - Anne Pattillo (Pattillo) (2) To lead an independent public consultation process and analysis of submissions - Kay Booth (Lindis Consulting) (3) To provide independent advice on skate park design during public on-site information day - Jason McNamee (Convic Design Ltd) Process responsibilities: Concept development - Council Project Team and external consultants Development of draft consultation/communication plan - Council Project Team Peer review of consultation/communication plan (including questions to the community) and consultation brochure text - External consultant (1) Approval of consultation/communication plan - Board Subcommittee and Board Public consultation process and analysis of submissions – External consultant (2) Preparation of report and recommendations - Project team and external consultant (2)

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Decision St	tatement:		
Context:	on of a Dike and Ckate Facility in the Dernett Dark area has been cancidered for ever 10 years. During that time a desire has been conversionized		
	on of a Bike and Skate Facility in the Barnett Park area has been considered for over 10 years. During that time a design has been commissioned		
	nity feedback sought on the proposal. Based on the feedback received the Board wishes to check the level of interest and demand for the Bike		
	Facility, and the appropriateness of the Barnett Park site.		
Decisions:			
	or otherwise the feasibility of the proposed Bike and Skate Facility for young and new riders in terms of local interest and demand for the facility.		
	he impact of the Barnett Park site on the level of demand and interest and the impact on residents local to Barnett Park.		
IAP2 spect Consult			
Consult			
Budget: Ca	apital Works Programme: Carry Forward to 2010/11 \$55,077 Code: 562/1346		
	mmunity Board Discretionary Funding: To be advised.		
Timeline	Week ending 25 th June		
	 Wednesday 24th June 2010 - Informal meeting with Subcommittee 		
	Week ending 2 nd July		
	Brief to Communications Unit		
	Week ending 9 th July		
	Draft communication/consultation Plan completed		
	 Formal report to Subcommittee meeting of 21st July completed for sign-off process 		
	Draft Public Information Leaflet text commenced		
	Week ending 16th July		
	 Wednesday 14th July - informal meeting with Subcommittee 		
	Draft Public Information Leaflet text completed		
	Week ending 23 rd July		
	 Wednesday 21st July – Formal report to Subcommittee meeting for approval of consultation plan, including questions to the community, to 		
	• Wednesday 21 July – Pormaneport to Subcommittee meeting for approval of consultation plan, including questions to the community, to be sent for peer review		
	 Consultation/communication plan (including questions to the community) to peer review with consultant (1) allow one week for review 		
	 Drafting of formal report to Subcommittee meeting of 24th August commenced 		
	Week ending 30 th July		
	Week ending 6 th August		
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Hagley/Ferrymead Community Board Barnett Park Subcommittee Agenda 24 August 2010

Week ending 13th August

Week ending 20th August

Week ending 27th August

• Tuesday 24th August – Formal report to Subcommittee meeting for final approval of consultation/communication plan

Week ending 3rd September

Wednesday 1st September – Formal report from meeting of 24th August to Board meeting for final approval of consultation/communication plan

September 2010

- Consultation/communication plan delivered to external consultant.
- School Term 3 ends Friday 24th September
- Preliminary contact with local school Boards, PTA's etc as a contact point for local parents and families

October – November 2010

- Public consultation for one month period commencing after the local body elections closing date of 9th October.
- School Term 4 starts Monday 11th October
- Labour Day Monday 25th October
- Proposed date for on-site information day Saturday 6th November
- Show Day Friday 12th November

November – December 2010

• Analysis of submissions.

January - February 2011

• Preparation of report to Board meeting in February (meeting schedule to be determined)

February 2011

• Consideration of report on outcome of consultation by Board (meeting schedule to be determined)

Background:	 H/F Community Board allocated \$15,000 in 2004/05 for investigation and planning of a skate facility.
	 Board funding was carried forward to 2005/06 but a site was not identified and funding was not utilised.
	 New funding allocated under LTCCP in Capital Programme: \$7,500 for design and consultation in 2008/09, with
	\$75,000 for building in 2009/10.
	 Detailed reassessment of potential sites according to specific criteria with Barnett Park chosen by Council Project

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ATTACHMENT 2 TO CLAUSE 3

Research:	 Team as the preferred site. Site selection process presented to Board seminar December 2008; Board agreement to consult on this option was obtained. Public consultation on proposed concept plan for Barnett Park May-June 2009. Report deferred at Board meeting December 2009. Report considered at Board meeting March 2010 – new independent consultation process requested. Sumner/Moncks Bay Area Profile Research (Tina von Pein, 2000) identified need for skate facility in Sumner.
	 Hagley Ferrymead Leisure Parks and Waterways Plan (2003) re-confirmed this need. Student research project in 2008 based on Sumner Primary School children. Detailed reassessment of potential sites according to specific criteria.
Project Objectives:	To provide a facility for younger children to learn to skateboard, roller blade, or ride BMX bikes or scooters. To provide scope for learning basic skills and some basic tricks prior to graduating to a full skate park facility. To integrate into the surrounding park landscape and with other park activities. To confirm Barnett Park as the preferred location.
Project Integration Opportunities:	No other capital projects identified.
Key Issues, Risks, Sensitivities:	 Issues raised in previous consultation It was suggested (by a respondent) that this was not an independent consultation It was suggested (by a respondent) that the questions in the consultation were 'leading' Conflict between individuals and groups in the community (outside of the Council process) Proposal provoked very emotive views – both for and against Polarisation of views within community. Negative perceptions around young people, skateboarders, and others attracted to this type of facility may persist within the community. Misinterpretation of concept plan.
	 Other likely risks and sensitivities Independence of new consultation process is open to challenge. Potential for legal challenges such as a judicial review. Consultation fatigue – some community members may not be prepared to make another submission, especially since there is no funding for the work to be implemented Some community members may be wary of identifying themselves in a submission (as this information was requested in the previous consultation) Non-delivery of project due to consultation costs exceeding available total project budget.

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	 Concern of local residents that feedback may suggest a new preferred location next to their properties and that they will have no further say.
	 In asking people if they have another preferred location, there is a risk of lay persons' assessment of technical criteria and the choice of an inappropriate location that cannot be delivered on.
	• Potential need for re-consultation on a new site specific design if another preferred location is chosen.
Strategy To Address Key	Clearly identifying the target age group and multi-use nature of facility.
Issues, Risks,	 Emphasising integration into landscape and compatibility with other users.
Sensitivities:	 Proposed concept plan amended to take on board feedback from previous consultation on visual representation.
	 Using two aerial plans to provide greater understanding of scope and context.
	 Clearly establishing in consultation document and questions, what the community can influence
	 Use of independent external consultant to peer review consultation/communication plan and text for public consultation
	documents
	Use of Council Communications Adviser to support consultation
	 Use of independent external consultant to undertake consultation and analysis of submissions.
	 Use of independent external consultant with expertise in design of youth recreational facilities, including skate parks, to
	provide support at public information day.
	 Advise community (in public information leaflet and through the other communication tools identified) that an
	independent consultation is being undertaken.
	 Advise community (in public information leaflet and through the other communication tools identified) that the proposed
	concept plan has been specifically designed for that site, and that further design and consultation will be required if another location is chosen.
	 Make consultation plan available at any public information sessions.
	 Use of clear, consistent messages in all communication with stakeholders.
	 Use of a range of targeted communication tools to keep stakeholders updated.
Proposed Concept Plan:	Two required:
	 Overlay on aerial photo showing proposed layout.
	 Detailed design on aerial photo with visualisation.
	Key features:
	 The paved bike and skate facility is approximately 600 metres squared in area and 65 metres in length.
	 The bike and skate facility will be a continuation of the existing path to provide smooth paved areas and sloped
	mounded paths to roll around on.
	Low scale skate elements that work in with the contours of the existing landscape: transition and street style elements
	including rolling mounds, rails, fun box, and a transition bowl that functions as a mini-ramp and small quarter pipe.
	 Raised grassed mounds and low level landscape planting will provide screening of the paving but still allow good
	visibility to improve safety.

	 Coloured pigments will be added to the concrete to complement the surrounding landscape environment, improve visual amenity and reduce glare. Additional seating will be provided for parents and caregivers and other spectators.
	 Entry/exit points to the bike and skate facility from the entrance road will be limited to two clearly defined points for traffic as for the second state.
	traffic safety reasons.The yellow "No Stopping" lines along the entrance road will be extended to improve visibility and safety.
Stakeholders:	Residents Parents of younger children or potential park users Residents groups: • Sumner Residents Association
	Redcliffs Residents' Association
	Clifton Neighbourhood Committee
	Mt Pleasant Memorial Community Centre and Residents Association
	Other identified local community groups:
	Greater Mt Pleasant Area Environmental Society Inc.
	Sumner- Redcliffs Historical Society
	Redcliffs Community Library - Community library volunteers are very helpful
	Other Barnett Park leaseholders and sports clubs:
	 Moa Kids Community Early Learning Centre Inc. (Note - Ensure hand delivered copy as well as PO Box delivery)
	Ferrymead Bays Soccer Club
	Sumner Cricket Club
	Local schools and pre-schools:
	 Redcliffs Primary School – Principal; Board of Trustees
	 Sumner Primary School – Principal; Board of Trustees
	Mt Pleasant Primary School – Principal; Board of Trustees
	Star of the Sea Primary School – Principal; Board of Trustees
	Van Asch College – Principal; Board of Trustees
	• L.E.A.R.N
	Other key stakeholder groups:
	 Te Runanga o Ngai Tahu (represented by Mahaanui Kurataiao Ltd)
	 Te Ngai Tuahuriri Runanga (represented by Mahaanui Kurataiao Ltd)
	 Te Runaka ki Otautahi o Kai Tahu (represented by Mahaanui Kurataiao Ltd)
	Graeme Tapper – CCC Disability Reference Group

	 Other individuals: Other parties who have previously expressed an interest in a facility of this type – via correspondence, letters to editor, etc. Honorary park wardens All previous submitters who have provided contact details All people who have made deputations to Board meetings Authors of petitions
Consultation:	
Proposed time frame:	October/November 2010 – Public consultation open for one month period commencing after the local body elections closing date of 9 th October.
Any specific messages for this project	 Key messages: This consultation process aims to determine the preferred site for the proposal – currently there is no funding to implement the works Barnett Park is the preferred location of the project team but alternative sites will be investigated, if directed by the Board The proposed concept plan has been specifically designed for that site, and further design and consultation will be required if another location is preferred. Other specific messages: The proposal will generally cater for younger children (under 15 years) Multi-use facility Include selection criteria for Barnett Park An independent consultation is being undertaken. Communications messages: The Council is undertaking an independent consultation on the proposed Barnett Park because the Hagley-Ferrymead Community Board wishes to asses the level of community demand and interest in the proposed skate and bike park, designed for new or young users. The Board also wants to give people in the area and surrounding suburbs the opportunity to suggest other sites they think may be suitable for a similar bike and skate development. This follows a Council consultation process undertaken in 2009. An independent expert will oversee the consultation and will also assess the submissions. People with a view on whether a skate and bike area should be built in Barnett Park are urged to have their say on the proposal. To give your views on the consultation process, visit www.ccc.govt.nz/haveyoursay or fill in a submission form, which is available from Council Service Centres or its Civic Offices. Submissions must be received by 10 November 2010 (Date to be confirmed).

	 The preferred location for the skate and bike facility is Barnett Park and the proposed concept plan has been specifically designed for that site. However, the Council has commissioned the independent consultation in order to find out if the community thinks that there are other sites in the area that may be suitable for a similar bike and skate development. The proposed bike and skate facility will be aimed at younger children (under 15 years) who want to learn to skateboard, roller blade or ride bikes or scooters. It was designed by a professional skater for beginner to intermediate level skaters. A Council consultation process last year helped to determine the features that the young people who will be using it wanted to see included. A drop in session will be held on Saturday 6th November for people interested in finding out more about the proposal. The results of the consultation will be reported back to Hagley-Ferrymead Community Board which, depending on the outcome, will decide how to proceed. It may decide to build the skate and bike facility at Barnett Park or at another location. Alternatively, it may decide not to go ahead with the proposed skate and bike facility, further funding will be sought as part of future LTCCP (Long Term Council Community Plan) or Annual Plan processes. 	
Consultation Approach/Tools: Board participation in consultation plan process	Yes Subcommittee meetings Final report to Subcommittee and Board for approval of consultation and communication plan 	
Public information leaflet to key stakeholders & community	 Use same local distribution zone as previously for consistency – vicinity of Barnett Park – approximately 690 properties + 280 absentee owners – total approximately 970. Identified key stakeholders, submitters etc. Schools – send 3 copies each for principal and Board of Trustees – suggest that they may like to include in their school newsletter before the school holidays. Redcliffs Community Library (not CCC) and Sumner Library (CCC) copies for pick-up. Note on Public Information Leaflet and/or comment form: <i>If you know of anyone else who may be interested in the project, please let them know, or give them our contact details or weblink</i>. All other communication to wider area from Sumner to Ferrymead Bridge to be achieved by Communications Plan (onsite signage and media coverage) – not individual household delivery of public information leaflets. 	

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Proposed questions for			
comment form	1. Would you, or a member of your family, be likely to	use this bike and skate facility?	
	Yes □ No □ Go to Q3		
	Other comments		
	If you		
	If yes	or loss likely use this bike and skate park if it is placed in	
	2. Would you, or a member of your family, be more likely or less likely use this bike and skate park if it is placed in Barnett Park?		
	a. Less likely		
	b. More likely		
	3. Do you live near Barnett Park?		
	a. Yes close by		
	b. Reasonably close		
	c. No, but I use or care about the use of Barn		
	d. Comments		
	4. Do you think Domott Dark in the most suitable site for th	as hiles and skate north?	
	4. Do you think Barnett Park is the most suitable site for the	ie bike and skale park?	
	Yes 🗆	No 🗆	
	If you ticked Yes, please tell us what factors influenced	If you ticked No, please tell of us what factors influenced	
	your response ?	your response?	
	- Demott Dark is a good leastion	- Negative imposte og peiskhever	
	 Barnett Park is a good location There are no other skate/BMX facilities in this area 	 Negative impacts on neighbours Negative impacts on other park users 	
	 Provides a broader range of activities on the park 	 Appearance of facility affects parks values 	
	□ Other	□ Other	
	Other comments	Other comments	
		Barnett Park is not the most suitable location for a bike	
		and skate facility Go to Q5	

	5. Can you suggest a more suitable public open space(s) for bike and skate facility in the Sumner to Mt Pleasant area?
	Where? If you have more than one suggested location, please tell us your order of preference.
	Please tell us why you believe this is a more suitable location than Barnett Park?
	Note – for Q3, the Yes/No options are to be in parallel columns format on the comment form – equal value. Provide space for additional comments. Provide note about the proposed concept plan being specifically designed for that site, and that additional funding will need to be allocated for further design and consultation if another location is chosen.
	Comment form is to advise that anonymous submissions will not be accepted and names and addresses must be provided.
	Note – Public information leaflet is designed by Project Team and peer reviewed by Consultant; Draft Public information leaflet does not go back to Subcommittee or Board for approval
On-site noticeboard	Yes
Website - "Have your say" & Project Notices	Yes
Drop-in Session	 Drop-in session for information (up to 4 hours) Saturday 6th November mid way through consultation period On-site at Barnett Park to enable proposed layout to be pegged out on the ground. Barnett Park is being proposed as Council's preferred choice for this facility. Two marquees to provide information on different aspects - consultation process, site selection process, and bike and skate area concept design. This session would be run by the independent external consultant (2) supported by an independent industry expert from Convic Design Ltd to explain technical aspects.
Media coverage	Yes The Communications Plan is incorporated into this plan This is required to encompass communicating project to all other parties from Sumner to Ferrymead Bridge.

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Other communication tools, which will encompass residents in the area from Sumner to Ferrymead Bridge	 Articles about the beginning of the consultation (include image of concept plan) and drop in session in the Council's <i>Our Christchurch</i> page in Bay Harbour News. Regular media releases – to announce the beginning of the consultation; information about the drop in session and a reminder about the consultation closing. Follow up with reporters on Shore View (one of The Star's community newspapers), the Bay Harbour News and the Coastal Mail about publishing stories on the consultation if media releases are not picked up. FAQs – for use by Council Customer Services staff if there are queries from the public about the consultation. Posters for Council service centre, schools, community groups, Sumner Library, Redcliffs Community Library and local businesses (for example supermarkets, fish and chip shops). These should include details about the consultation dates and the drop in session. They should also include a have your say link. Council website - update information about the consultation on the Council website when it opens, include information about the drop in sessions. Advertisements in The Bay Harbour News, the Coastal Mail and the Shore View announcing the consultation; the drop in session and a reminder about the consultation closing. Daily Planit item (on Council intranet announcing consultation) 	
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