

16 September 2021

Request for Official Information responded to under the Local Government and Official Information and Meetings Act 1987 (the Act) – reference: 2122-61

Thank you for your requests for information dated 24, 26, 27 August and 8 September 2021.

In view of the number of requests that you have made over the last two weeks to different Council staff, Councillors and contractors engaged by Council, we ask that for all future information requests relating to Council you direct these to the Official Information Request mailbox: informationrequest@kapiticoast.govt.nz. In addition, we request you please endeavour to include the different information that you are seeking within one request, as far as this is possible.

We have responded below to each of your questions, as follows:

1. Information request dated 24 August 2021

On 24 August 2021, you emailed our People and Partnerships team noting that you had read the report by Emma Saunders of Empathy Design, and asked for the following information:

- ***Which staff members made up the joint engagement and research team?***

The joint engagement and research team included staff from Empathy Design and Council's People and Partnerships team, which includes members of the Council's Governance and Legal Services team, Local Outcomes, Communications and Engagement and Iwi Partnership teams.

- ***How was the targeted recruitment and invitation to participants carried out?***

Pages 6 through 9 of Empathy's Community Voice report outline the approach to the community engagement and design research, and in order to assist with responding to your request for information, Empathy have provided the following additional information:

"We used five different design research activities. Each was chosen and tailored to achieve the purpose of different phases of work, to ensure we heard from a wide mix of people, and to provide the robust and well-rounded understanding in a cost-effective way."

In the design research, we only sought and analysed input from people who are eligible to vote in Kāpiti Council elections. We analysed input from people who live in Kāpiti, and people who own property in Kāpiti but live elsewhere.

Three of the five activities – street intercept interviews, market pop-ups, online survey – did not involve prior recruitment of people. If people are eligible to vote in Kāpiti Council elections, we sought their contribution.

From time to time, people younger than voting age contributed, with permission from their guardian. For example, whole families would chat to us at the market pop-ups. We set that information aside for analysis.

People in specific geographic catchments were invited to come to each community workshop. People were invited by way of an unaddressed paper invitation placed in letterboxes. No other criteria was imposed.

We recruited and scheduled people for the long semi-structured interviews. We specifically targeted people unlikely to engage in the process otherwise. As a base screening, we asked whether people had put their view forward to council over the last six months. We asked this in a few different plain-English ways, and asked the nature of the input and frequency of prior input. As such, we started with a quantitative screening, then added a qualitative screening to ensure we were targeting people unlikely to engage in the process otherwise.

In addition to meeting that base qualifying criteria, we aimed for a mix of other demographics in our semi-structured interviews – suburbs of residence, age, sex, income level, and employment type. We asked additional questions to allow us to get a mix of those criteria.

The people we spoke with from Paekākāriki did not meet our base qualifying criteria. Even when we dropped the threshold to three months (i.e. they had not put their view forward to council in the last three months), only a few people passed that screening question. They were then removed from consideration on further questioning, based on their likelihood of engaging with the process in other ways.

We used targeted direct channels to invite people. We started with a small database of people who are known to our recruitment specialist. That did not prove fruitful, as people who were interested in taking part did not meet our qualifying criteria. As a next step, we used telephone directories and cold-called people. We also engaged two people who had responded to us approaching and recruiting them on the street, who met the qualifying criteria.

We did not fact-check people's credentials for any of the design research activities. It is possible a person did not accurately respond to questions about living or owning property in Kāpiti, or prior engagement with council. But asking the questions clearly, our method of initial engagement – letterbox drop, cold-calling through white pages, advertisements in council channels, etc – and the responses received give us confidence that participants meet our criteria."

- **Could you please provide a copy of the online survey and details about where it was advertised?**

The online survey ran from 10 February through until 5 April 2021 on Council's **Kōrero mai Have your say** online engagement platform for the Representation Review. You can access it via the link below:

[Representation Review | Have Your Say | Kāpiti Coast \(kapiticoast.govt.nz\)](https://www.kapiticoast.govt.nz/representation-review/have-your-say)

The survey questions were:

- Q1 Which communities are you part of?
[Check box: Paekākāriki, Raumati, Paraparaumu, Waikanae, Ōtaki, Te Horo]
- Q2 How does the current mix of ward and districtwide councillors help your community?
- Q3 How might a community board help your community?
- Q4 What do you want us to think about?

While the survey was active, it was promoted via the Council's online channels (website, Facebook, Everything Kāpiti electronic newsletter). At this time, we also made the survey available, in person, to people who attended the Council's community workshops and the market pop-ups.

2. Information request dated 26 August 2021

On 26 August 2021 you emailed Council's Democracy Services team with a further question, our response is provided below, as follows:

- **Emma Saunders (Empathy Design) refers to an online survey conducted by Council and advertised on various channels. Would you be able to provide a copy of this please and also a list of the places it was advertised?**

This response has been provided in answering question 1 above.

3. Information requests dated 27 August 2021

On 27 August 2021 you emailed the Council's Democracy Services team, Empathy Design and Councillor Handford with further questions. Our response is provided below, as follows:

- **Was the online survey run by KCDC or was it written and directed by the Consultants?**

The survey questions were developed by the joint engagement and research team which included input from Empathy Design and Council staff.

- ***Was participation open to the public and where was the survey advertised?***

Participation was open to anyone who lived in the district with access to the internet. The channels via which the survey was advertised have been provided in the response to question 1 above.

- ***Was the survey done (written and analysed) by Council staff or was it directed by the Consultants in the same way the other "activities" were? Is a copy still on the Council website?***

As outlined at question 3 above, the survey was written by the joint engagement and research team which included input from Empathy Design and Council staff. The survey responses were provided to Empathy Design to include in their overall analysis of all the different engagement and research activities we undertook.

The survey was available on Council's **Kōrero mai Have your say** online engagement platform while it was active for responses from 10 February through until 5 April 2021. Once the survey closed the link to the survey was removed and replaced with a message to advise that the survey was now closed. This page has now been updated to reflect the stage that the Representation Review has reached.

This Council is now seeking feedback on their initial proposal. The consultation opened on 1 September 2021 and is open until 5:00pm on Monday 4 October 2021. You can find details regarding the consultation via the link below:

[Representation Review | Have Your Say | Kāpiti Coast \(kapiticoast.govt.nz\)](#)

There are a number of ways to make a submission, as set out at the link above, and we invite you to have your say.

4. Information request dated 8 September 2021

On 8 September 2021 you emailed Council's kapiti.council@kapiticoast.govt.nz Mailbox with further questions, our response is provided below.

- ***I would like to read the document/policy that sets out the roles of Councillors and paid Council staff - viz a viz the governance/management relationship and expectations.***

Council's Governance Structure and Delegations document describes Council's governance structure including the roles of the Mayor and Councillors on Council's different communities, as well as Community Boards.

Council's governance function is supported by the People and Partnerships Group and in particular, Council's Governance and Legal Services team who are responsible for the following functions:

- managing the governance framework and delegations to support Council decision-making under the Local Government Act 2002
- providing a professional and effective committee secretarial service for Council staff and elected members
- overseeing electoral processes, including representation reviews, local body elections and referenda
- providing support and services to elected members, including induction, professional development, remuneration and expenses
- ensuring the provision of quality, timely and cost-effective democratic and legal advice and assistance to staff and elected members-manage the legal function including the issuing of warrants and staff delegations.

Additional information on Council's governance approach including the relationship between Councillors and paid Council staff is set out in our Long-term plan document on pages 221-231 which is publicly available on our web page via this link: <https://www.kapiticoast.govt.nz/your-council/forms-documents/annual-and-long-term-plans/long-term-plan/>

5. Information request dated 9 September 2021

On 8 September 2021 you emailed Council's Democracy Services team requesting further information set out below. Our response is as follows:

- ***Induction material given to Councillors when they begin their terms.***

There is a range of different "induction material given to Councillors when they begin their terms", which would involve a significant amount for staff time to collate. Without further specifics, we may need to consider declining this aspect of your request under section 17(f) of the Act.

If you require additional documentation in this respect, we request further particulars on what documents you seek under section 10(2) of the Act.

- ***Policy covering governance/management and the interface between the two.***

The response has been provided in answering question 4 above.

- ***Other relevant documents or policies covering the roles of Councillors at KCDC and their relationships with paid staff.***

This response has been provided in part in answering question 4 above.

There are a range of different documents and policies that relate to "*Councillors at KCDC and their relationships with staff*", which would involve a significant amount for staff time to collate.

Without further specifics, we may need to consider declining this aspect of your request under section 17(f) of the Act.

If you require additional documentation in this respect, we request further particulars on what documents you seek under section 10(2) of the Act.

- ***The Code of Conduct that applies to Councillors.***

The Code of Conduct for Elected Members 2019-2022 Triennium is attached.

Further particulars

We have requested further specifics/particulars in relation to the information you requested on 9 September 2021 at point 5 above:

- ***induction material given to Councillors when they begin their terms; and***
- ***other relevant documents or policies covering the roles of Councillors at KCDC and their relationships with paid staff.***

Please provide this information by close of business Monday 20 September 2021 or we will assume you do not require further information in relation to this part of your request.

You have the right to request the Ombudsman to review this decision. Complaints can be sent by email to info@ombudsman.parliament.nz, by fax to (04) 471 2254, or by post to The Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi



Janice McDougall

Group Manager People and Partnerships
Te Kaihautū, ngā Rangapū, Tāngata hoki