



## The story of Engagement at HCC

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Since late 2021, when we set up our Engagement Team, we've been working to make it easier for our communities to have a say in what happens in Te Awa Kairangi ki Tai Lower Hutt.

In 2022, we looked at how we engage and made changes to improve, like specialised training for our staff and updating our processes.

In 2023, we built on that by applying better planning, following best practices and working more closely with other Council teams, local organisations and businesses.

By 2024, we focused on making engagement more consistent across Council, trying new ways to connect with people, making sure more voices were heard and used in decision-making.

Now, in 2025, we're developing an Engagement Framework and Action Plan. This will help make engagement fair, easy, and part of everything we do.

Over the past four years, more people have taken part in council engagements, three times as many as before! That means more people also know about Council mahi. We're proud of the progress, but we know there's still more we can do, especially in reaching those we don't hear from often and building greater trust.

Our goal is simple: we want engagement to be meaningful, where every voice counts.

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## Progress so far

- **More people are having their say** – Since 2021, three times as many people have taken part in consultations. Two thirds more people also know what Council is working on.
- **Clearer processes** – We've made it easier for people to know what to expect when they share their views.
- **Trying new things** – We've tested different ways of engaging to see what works best for our communities.
- **Hearing from more people** – We've reached more communities through targeted communication and engagement, but we still have work to do.

## There's more to do

- **Setting the direction** – We're developing and embedding a new Engagement Framework and Action Plan to keep improving our engagement.
  - **Better feedback loops** – We're improving how we tell people how their input has shaped decisions, including where we haven't been able to take feedback on board and why.
  - **Breaking down barriers** – We're working to make it easier for underrepresented groups to get involved, ensuring every voice is heard.
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