

## Analysis of feedback received on Have Your Say for the Strengthening Communities Strategy Refresh during August and September 2020

### Introduction

Sixty responses were received on Have Your Say during the early engagement phase from 7 August to 14 September 2020. Analysed submissions were from 42 community groups and 14 individuals. One further submission was late and a further three were anonymous so were not included in the following analysis.

### Responses received to each question

53 submissions responded to the question *"Thinking of people of all ages, abilities, ethnicities, interests and identities, what does a healthy and connected community look like?"* The main themes were:

- Diverse / inclusive (32)
- Supportive / work together (17)
- High participation (15)
- Places to gather (14)
- Safe (12)
- Good infrastructure and facilities (9)
- Accepting / tolerant (7)
- Opportunities for recreation (6)
- Access to nature (6)
- Friendly (4)
- Good wellbeing / health (4)

52 submissions responded to the question *"What are the best ways we can build a community where people are treated equally, feel included and diversity is welcomed?"* The main themes were:

- Be more inclusive (17)
- Encourage participation (12)
- Through events (12)
- Collaborate (8)
- Through groups (8)
- Through sports (5)
- Through positive leadership (5)
- Communicate more / better (5)
- Better urban design (4)

52 submissions responded to the question *"What are the main obstacles preventing that happening?"* The main themes were:

- Lack of money (20)
- Bureaucracy (15)
- Prejudice / bias (13)
- Lack of information (7)
- Lack of facilities (6)
- Lack of time (6)
- Disconnection (6)

- Poor transport (4)
- Poor cultural understanding (4)

52 submissions responded to the question "*What would increase our sense of belonging?*" The main themes were:

- Programmes / events / sports (18)
- Working together as a community (10)
- Early involvement in projects (7)
- Acceptance (7)
- Sense of connection (7)
- Increased diversity (6)
- Feeling safe (6)
- More green / open spaces (6)
- Repairing infrastructure / facilities (4)
- More places to gather (4)

52 submissions responded to the question "*What can we do to increase our use of public spaces and places?*" The main themes were:

- Hold more events (20)
- Advertise (11)
- Maintained public spaces and places (10)
- Increase park furniture and equipment (9)
- Improve safety (8)
- Co-design public spaces and places (6)
- Remove bureaucracy (5)
- Put in more paths (5)
- Improve accessibility (4)

51 submissions responded to the question "*How do we encourage more residents to become involved in community activities?*" The main themes were:

- Promotion and advertising (21)
- Community focussed / led activities (17)
- Provide Council / agency support (11)
- Engage the community (6)
- Reduce cost (6)
- Support sports (4)

Of the 56 submissions received, 40% (23) felt that they did have the opportunity to be involved in decision-making. A further 25% (14) felt that they had some opportunity to be involved, while 16% (9) felt they had no opportunity. 10 submissions did not answer this question, or responded with an answer that did not relate to the question.

Submissions identified the following barriers stopping people from taking part:

- Time (to be involved in the process, and given to provide feedback) (15)
- Perception that decisions are predetermined (9)
- Perception that people's feedback is ignored (9)
- Lack of resources to take part (8)

- Not knowing how to take part (7)
- Not being aware of opportunities to take part (5).

Other barriers identified included the perception that there is little accountability, or commitment to delivering outcomes, that people are not engaged at the right time in the process, and that the process is too hard, slow and bureaucratic.

51 submissions responded to the question "*What can the community do to prepare for disruption and change in our lives?*" The main themes were:

- Strengthen communities (23)
- Have good communication channels (12)
- Good planning (12)
- Education / training (10)
- Prepare as a household (6)
- Develop online resources (5)
- Have community facilities / hub (5)
- Develop a community directory (5)
- Adapt (4)
- Help each other (4)
- Work with civil defence (4)

53 submissions responded to the question "*What do you think the Christchurch City Council's role is in helping to build strong and resilient communities?*" The main themes were:

- Support community groups (21)
- Provide funding (14)
- Show positive leadership (8)
- Promote inclusiveness / diversity / equality (9)
- Provide community facilities (7)
- Build trust (7)
- Bring people together (6)
- Listen to the community (5)
- Research / plan (5)
- Partnership (4)

53 submissions responded to the question "*Can you identify the top three opportunities that Council should focus on in its Strengthening Communities Strategy?*" The main themes were:

- Empower and support community groups and individuals (11)
- Meaningfully engage the community (11)
- Increase or make changes to funding (11)
- Provide community facilities (9)
- Promote diversity and inclusiveness (9)
- Accurate, timely and helpful communication (9)
- Promote wellbeing (8)
- Collaborate with community groups and establish partnerships (8)
- Promote community identity and sense of belonging (6)
- Support youth (5)

- Provide green / open spaces (5)
- Provide opportunities and programmes for learning (5)
- Host and support community events (5)
- Provide quality infrastructure (4)
- Build strong communities (4)