

**POLICY TITLE      COMMUNITY CONSULTATION**

VERSION I:            Adopted 15 July 2003

Last reviewed:      -

---

**OBJECTIVES**

To provide Staff with guidelines on the level and method of community consultation required on all non-maintenance activities that are likely to cause disruption to or affect the property in some way.

**POLICY STATEMENT**

Discussion

Typically ratepayers within the shire don't have a concern with the works that Council undertakes on a day to day basis as part of its maintenance program. When Council is criticised for its work, it is typically due to the fact that the work is not routine work that the public is used to observing and that the work being undertaken directly impacts on a person through inconvenience to that person or that the work is perceived to have some negative community effect.

The difficulty for Council officers is what level of works should be notified to ratepayers and who should be contacted when these works are undertaken.

As discussed above, the majority of complaints received by ratepayers regarding activities carried out by Council are those that directly impact on the person, such as road works directly in front of their residence or driveway that causes noise and inconvenience, tree removal where the resident perceives that the removal is detrimental to them or their property or the interruption of services such as water or road access.

To try and list all the activities that should or should not be listed in a policy for consultation with residents is not considered the most efficient method as each project will have different levels of impacts on different numbers of residents.

As a general process it is suggested that the consultation be undertaken for all non maintenance activities that are likely to cause disruption to or affect the property in some way.

To determine if the project affects the resident in some way the following table is suggested as a quick process to determine whether community consultation will be required.

**Type of Work**

- Road Work
- Water
- Sewerage
- Drainage
- Other (eg Footpath construction)

**Description of activity**

---

---

---

---

---

**Effect on resident**

Will the activity affect the person's property directly?

Yes

**CONSULTATION  
REQUIRED**

No

Will the activity affect land adjoining the persons property?

Yes

Will the activity result in a change of use of land adjoining the residents property?

Yes

Will the activity cause a disruption to services?

Yes

Will the activity disturb the resident?

Yes

Is the activity likely to affect the amenity of the persons property?

Yes

Is the activity perceived to have a community interest?

Yes

Is the activity likely to raise concerns among residents?

Yes

No

If No to all the above then

**NO  
CONSULTATION  
REQUIRED**

Once it is determined that consultation should be undertaken, staff need guidance in the amount of consultation to be undertaken and the method of consultation to be undertaken.

Methods of consultation will vary depending on the importance of the works and the number of residences effected. Consultation levels include the following:

- 1 Letter to resident
- 2 Letter to resident and owner (if different)
- 3 Meeting onsite with Council staff member
- 4 Advertisement in local paper
- 5 Community meeting

The level of consultation undertaken will be dependant on several factors; the number of residents affected, the nature of the work and the type of disruption, the impact of the work on the community and the length of time the work or disruption will take. By assessing the importance of each of the factors below, a point system can be developed to guide staff in the type of consultation that is most effective.

<b>Properties affected</b>	<b>Points</b>
1 – 5	1
5 – 15	2
15 – 30	3
> 30	4
<b>Duration of disruption</b>	
< 2 days	1
1 – 7 days	2
1 to 4 weeks	3
> 4 weeks	4
<b>Impact on resident</b>	
Minimum impact	1
Medium impact	2
Significant impact	4
<b>Impact permanency</b>	
Temporary	1
Permanent	4
<b>Method of Consultation</b>	<b>Total Points</b>
1 Letter to resident	4 - 6
2 Letter to resident and owner (if different)	7 - 9
3 Meeting onsite with Council staff member	10 - 12
4 Advertisement in local paper	13 - 14
5 Community meeting	15 - 16

<b>Date Policy Adopted</b>	<b>Minute No</b>	<b>Authority</b>
15 July 2003	31563	Council resolution