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Department Manager	Director	CAO

The Corporation of **THE CITY OF NORTH VANCOUVER**
COMMUNITY PARTNERSHIPS & ENGAGEMENT DEPARTMENT

REPORT

To: Mayor Linda Buchanan and Members of Council

From: Jody Robertson, Acting Director, Community Partnerships and
Engagement
Rebecca Vaughan, Communications & Engagement Officer

Subject: COMMUNITY ENGAGEMENT FRAMEWORK PLAN & PROCESS

Date: May 26, 2023 File No: 04-1465-08-0001/2023

The following is a suggested recommendation only. Refer to Council Minutes for adopted resolution.

RECOMMENDATION

PURSUANT to the report of the Communications & Engagement Officer, dated May 26, 2023, entitled "Community Engagement Framework Plan & Process":

THAT staff be directed to proceed with the proposed plan to engage with the community to build an Engagement Framework, which will guide the City's approach to public participation and the engagement process to inform City decision making.

ATTACHMENTS

1. Community Engagement Framework presentation (CityDocs #2367674)
2. IAP2 Spectrum of Engagement (CityDocs #2363136)

SUMMARY

Public engagement is about building trusting relationships. Done purposefully, it fosters opportunities for people with diverse perspectives to share their ideas to help inform City decision making. In short, public engagement helps people be involved in shaping the community in which they live, work and play.

Over the next year, the Communications & Engagement division proposes to undertake an engagement process to help inform and develop a City Community Engagement Framework.

A Community Engagement Framework will provide consistency in when and how we engage with the community, increase opportunities for public participation and equip staff with the tools they need to build upon and improve our current approaches. It will be informed by residents, business owners and other key groups, and rely on established practices from the International Association of Public Participation (IAP2), our experiences and those of other municipalities and subject-matter experts across British Columbia and Canada.

The Framework is anticipated to be complete in the first quarter 2024 and fully implemented by end of the second quarter.

BACKGROUND

The International Association for Public Participation (IAP2) is a globally-recognized organization that provides standards to support entities that affect the public interest in Canada and around the world. It has developed seven core values for the practice of public participation:

1. Public participation is based on the belief that those who are affected by a decision have the right to be involved in the decision-making process.
2. Public participation includes the promise that the public's contribution will influence the decision.
3. Public participation promotes sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision-makers.
4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
5. Public participation seeks input from participants in designing how they participate.
6. Public participation provides participants with the information they need to participate in a meaningful way.
7. Public participation communicates to participants how their input affected the decision.

(iap2.org/corevalues)

IAP2 also provides a Spectrum of Engagement (*Attachment 2*), which outlines the commitment to the community and/or interested parties in an engagement process. Different initiatives, programs and services and various phases of a project may require different levels of participation. The commitment to the community at each level of engagement informs the type of engagement activities to include in the initial design of the engagement process.

Using these values and the Spectrum as a foundation, City staff have developed a proposed plan and process to develop a Community Engagement Framework, which will guide the City's approach to public participation in decision making.

The Framework will also be developed to align with research and informed practices such as principles of equity, diversity and inclusion to ensure the needs of diverse community members are met and their voices are heard. And most importantly, the

Framework will better support information gathering, learning and listening approaches to help support the City in its decision making, in conjunction with contextual, technical and industry standard information.

DISCUSSION

The City's Community Engagement Framework will involve input from the community, decision-makers, and internal and external parties. Using the IAP2 Spectrum of Engagement (*Attachment 2*), we will use techniques at the *Involve* level to hear from the community and implement the feedback into the Framework. This will include workshops with community stakeholders and equity-deserving groups, including First Nations and Indigenous Peoples; pop-up presence at community events; an online community-wide survey; City staff workshops; and opportunities for Council input.

In terms of engaging with First Nations governments, the City is currently engaged with Sk̓wx̓wú7mesh Úxwumixw (Squamish Nation) and sə̓lilwətał (Tsleil-Waututh) regarding protocols. This will be the foundation of ongoing work to facilitate future engagement and align with organizational standards, provincial legislation, the Truth and Reconciliation Report's 94 Calls to Action, and engagement best practices.

Throughout Phase 1, we will be asking the community about how we can design engagement processes that will meet their needs and also support decision-makers with rich, valuable information. This includes seeking feedback on how people prefer to participate, what barriers they face to participation, accessibility and inclusion considerations, projects and issues of importance to them, and how they would like to be informed.

The proposed process for developing our Community Engagement Framework has four steps:

- **Phase 1 Engagement**, Spring/Summer 2023 - gather feedback about the principles and values of our community and how they should be reflected in our Framework. Staff and Council input will be included at this stage.
- **Framework Development**, Fall 2023 - balance feedback and research to ensure development of our Framework reflects our community's unique needs.
- **Phase 2 Engagement**, Winter 2024 - present the draft Community Engagement Framework for review and feedback with the community, City staff and Council, and deliver final revisions and adjustments as necessary.
- **Implementation**, Spring 2024 - communicate the final Framework to the public and begin implementation across all City of North Vancouver projects.

Upon completion of the project, the City will have a community-informed framework that will guide when we engage, with whom, how to design an effective process, and how the input from impacted parties and the public will inform decisions. The City will also have tools and resources to support staff in delivering engagement that meets informed practices and City standards, and building ongoing relationships with community members and groups.

FINANCIAL IMPLICATIONS

This project draws from capital project funding of \$93,310, which will be used toward external support in delivering the engagement process, and research and development of the Framework.

INTER-DEPARTMENTAL IMPLICATIONS

This project anticipates involvement of staff across all departments, particularly those whose work involves engaging with the community in the decision-making process. An Internal Advisory Committee will provide input and feedback throughout the process.

STRATEGIC PLAN, OCP OR POLICY IMPLICATIONS

This work supports Council's Strategic Vision to be the "Healthiest Small City in the World." Building an Engagement Framework informed by community input also supports Council's Strategic focus areas, and key City plans and policies.

RESPECTFULLY SUBMITTED:



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Engagement



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