

Addendum to The Wyndham Plan (Draft) **Community Engagement Report (July 2023)**

Response to the Independent Review of The Wyndham Plan (Draft) Community Engagement Report

Capire Consulting have prepared an Independent Review of The Wyndham Plan Community Engagement Report (Draft). The review was structured around five key questions.

Capire Consulting's review identified the following recommendations:

The CE Report (draft) does capture much of the feedback provided throughout the consultation period, however, the analysis and reporting of the data could more accurately convey the nuances, sentiments and themes emerging. The use of tagging for survey data, and inclusion of verbatim feedback i.e. full paragraphs from submissions or workshops, does not allow for the depth of analysis that is required to provide a fuller overview of the data.

Review of excluded comments

Capire recommends a review of the comments that were deemed unsuitable to identify the sentiment of those comments. For example, if the comment was not specific to the question, it is still important to code this data to understand whether multiple people are sharing the same feedback. This is useful in understanding broader views and potential community engagement needs.

Thematic analysis and structure of report

Capire recommends thematic analysis across all the consultation activities including the workshops, survey and submissions. Capturing high-level themes from the data received provides a clearer, less repetitive report. It also highlights where themes emerged across all activities, and where there were nuances from certain stakeholders. This approach also provides the ability to capture the negative sentiments and rejection of The Plan (draft) under one theme, rather than emerging throughout all consultation activities.

Alongside this, including a 'limitations' subheading within the introductory pages of the CE report (draft) provides an opportunity to capture some of the challenges with the consultation process and subsequent findings, for example, the derailing of workshops by a loud minority.

This addendum has been prepared by officers in response to the recommendations identified by Capire Consulting.

Conveying the nuances, sentiments and themes emerging and the thematic analysis and structure of report

Capire Consulting's review recommended that, *the analysis and reporting of the data could more accurately convey the nuances, sentiments and themes emerging. Thematic analysis across all the consultation activities including the workshops, survey and submissions has been conducted.*

The following key nuances, sentiments and themes emerging from the community consultation data have been identified:

'Better transport'

Much of the feedback received around transport identified a general frustration at the lack or need for better transport services within and around Wyndham.

This was a key topic raised throughout all consultation formats. It is important to understand that based on the feedback to the Draft Plan, there is a general dissatisfaction with the existing transport network. The nuances in responses emerged around the different types of transport that could be deployed to address transport concerns. Some respondents favoured more walking and cycling, others upgrading of roads and others again more public transport. Even, with these nuances there was an overwhelming sentiment that more should be done to deliver better transport solutions for Wyndham.

Urban Development

The general growth of Wyndham and its ability to effectively deliver suitable housing, services and employment opportunities was also raised throughout the consultation process and is identified as a clear theme emerging from the consultation.

There was a concern that the residential growth in Wyndham wasn't being sufficiently met with suitable services and facilities (such as schools, retail services etc).

A number of suggestions for additional services and facilities were raised throughout the consultation (such as university facilities).

Cycling Provision

There was support for adequate cycling provision and facilities to enable people to access services and attractions in Wyndham. This provision must be safe, well-lit and connect places together.

Distrust of Government

Several contributors to the consultation expressed a general distrust of Council, other Government Agencies and other levels of government. There was distrust expressed about the processes and decision-making powers of government. This distrust of government was a clear sentiment and theme across some of the responses received.

20 Minute Neighbourhoods

A key theme that emerged was concerns about the role and function of 20 minute neighbourhoods, and how this could impact on people's everyday lives. There was a fear expressed that this would

restrict access and movement within and around Wyndham and beyond. This has been responded to by clearly articulating that The Wyndham Plan and 20 minute neighbourhoods do not seek to restrict access and movement.

Liveability

A theme that has emerged throughout the consultation has been the need to improve liveability. Including a broad view that more opportunities need to be provided to enable people to enjoy life more in the Wyndham area. Nuances across this theme include the emphasis of the various respondents on how greater liveability can be achieved. Some noting greater access to cultural activities and events, others more local jobs and education opportunities.

Green lungs, Coast and Country

General support for improving open space within Wyndham and making the area greener. A focus also on improving the care of our natural environments and tree coverage.

There was also support for better care of existing green spaces including nature strips and gardens.

Employment Opportunities

There was strong support to try and provide/encourage local employment opportunities in Wyndham.

Uncertainty

Some respondents were uncertain about how the actual plan will be delivered, and whether it was tackling the most important issues faced by individuals in Wyndham. Some respondents also felt that change wasn't necessary in Wyndham.

Housing Density

A variety of feedback was provided on what type of housing densities should be provided within Wyndham. There was a concern that too much residential development was taking place, but also support for providing higher housing densities in close proximity to shops, places of employment or transport facilities.

Review of excluded comments

Comments were excluded from the analysis in the CE Report because they fell into one of the categories identified in the CE Report, including for reasons such as the use of inappropriate language and comments not being related to the specific question.

Capire Consulting's recommendation was that the sentiment of these comments should none the less be identified. Officers are of the view that the exclusion of comments for the reasons outlined in the CE Report is appropriate but agree that understanding the sentiment of the comments is useful.

In response to the Capire Consulting recommendation a review of the excluded comments to identify the sentiment of the comments has been prepared.

Based on the excluded comments, the following key sentiments emerged:

- *Distrust in Council and Government*
- *Concerns about monitoring and restricting movement*
- *Concerns about 20 minute neighbourhoods*
- *New World Order dystopia's*
- *Comments and links to overseas media content*
- *Recommending antisocial responses to Council and Government*
- *Abusive language, foul language and comments*
- *Incomprehensible context of comments*

Many of these sentiments, expressed in more appropriate ways have been captured throughout the consultation process.

Limitations

The following limitations to the community consultation have been identified;

- The majority of people who attended the community workshops were making claims based on erroneous information circulated on social media that the planning concepts of “20-Minute Neighbourhoods” and “Smart Cities” referenced in The Wyndham Plan (Draft) are being used as templates initiated by the World Economic Forum and United Nations to restrict movement and increase surveillance of people. A number of participants in these sessions also attended multiple sessions in an attempt to add greater voice and weight to the above concerns and protest against The Wyndham Plan (Draft).
- The community engagement report does not and cannot reflect the views of the entire Wyndham community. People who participated in the survey and community engagement sessions volunteered to participate and provide their feedback about The Wyndham Plan (Draft). The findings therefore should be regarded as a representation of the views of the local community members who engaged with the consultation process.
- It is possible that some residents may have responded to the online survey as well as taken part in one of the community engagement sessions. Therefore, their views may have been captured more than once.

Conclusion

The Capire Consultant's recommendations have been thoroughly considered and responses provided as set out in this addendum. The recommendations from Capire Consulting have been valuable in enhancing the consideration of the feedback provided by the Wyndham community to The Wyndham Plan (Draft).

Thanks is given to all Wyndham residents who participated in the community consultation on The Wyndham Plan (Draft).