Let's Talk About Risk

Engaging communities in natural hazard and climate change conversations

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21/12/2023

About the authors

Let's Talk About Risk (LTAR) Team

We are a small interdisciplinary group working to improve New Zealand's understanding of the challenges, needs, and options for better public engagement around natural hazard and climate risk.

The team consists of Dr Charlotte Brown (Joint Managing Director, Resilient Organisations Ltd), Dr Chrys Horn (CH & Associates Ltd), Sophie Horsfall (Resilient Organisations), Dr Margaret Kilvington (Independent Social Research, Evaluation and Facilitation (ISREF).

Acknowledgements

We gratefully acknowledge the funder of this research project, Toka Tū Ake EQC (Earthquake Commission).

We also gratefully acknowledge the experts involved in our Delphi survey and our project reference group: James Beban, Paula Blackett, Renee Corlett, Iain Dawe, Kerry Gosling, Emily Grace, Melanie Hutton, Alice Lake-Hammond, Sally McKay, Davina McNickel, Jane Morgan, Dan Neely, Nic Newman, Luke Place, Rachel Puentener, and Chrissie Williams. As well as all the respondents to the 2023 Let's Talk About Risk Capacity and Capability Survey

Executive Summary

Increasingly, there is both a community desire and a regulatory need for communities and agencies to come together to talk about natural hazard and climate change risk. The complex and dynamic hazards we face stretch the resources our communities have. Now, more than ever, it is important that agencies work alongside communities to build our collective understanding of the hazards we face, enhance the capacity and preparedness of communities to cope with these events, and enable them to prioritise actions to manage these.

The Let's Talk About Risk (LTAR) Project (funded by the Toka Tū Ake EQC Biennial Grant) has investigated current and developing practice in public engagement on natural hazard and climate risk. The project aimed to contribute to greater capability of local government and other agencies to engage effectively with community on natural hazard and climate change risk. To achieve this the LTAR project utilised trans-contextual professional sharing of experience and knowledge building, using a mixture of expert elicitation (Delphi survey) and peer-to-peer online workshops.

Through the process we identified nine factors that make engaging on natural hazard and climate risk particularly challenging: high stakes nature of conversations, high levels of uncertainty, temporal nature of hazards, technical nature of content, need for multiple types of expertise, high variability of risk appetite across communities, lack of clarity around risk ownership (between individuals and communities), engagement underutilisation in decision making, and capability and capacity challenges.

The primary output of our project was the Let's Talk About Risk Framework for designing natural hazard and climate risk community engagement. The framework was the culmination of an expert elicitation process, a review of literature by the research team and additional practitioner input through our trans contextual learning group, and community of practice workshops. The framework provides advice and practical tips to practitioners on building an effective team, establishing engagement purpose and intentions, understanding hazard and community context, choosing the right methodology, and evaluating and adapting the process throughout.

Following the release of the framework, a practitioner survey was undertaken to explore capability and capacity challenges amongst practitioners. The survey highlighted a number of challenges including: lack of documented methodologies and advice on dealing with specific issues (e.g. differing views and distrust, communicating technical risk information, dealing with uncertainty, managing conflict), poor risk literacy/challenges interpreting technical risk information, and lack of professional development and networking opportunities.

The survey also highlighted several barriers that practitioners are facing when trying to undertake community engagement. These include: lack of support from organisations, including access to financial, personnel, tools, and time resources; lack of buy-in from decision makers; lack of resourcing for mana whenua engagement; and lack of clarity around central government direction and support for some issues (e.g., managed retreat).

There are currently several networks providing benefits to practitioners in areas related to natural hazards and climate risk engagement. However, none reach across the full spectrum of those involved in hazard and climate risk engagement, and there is currently limited scope to address the specific challenges of risk engagement. We believe a coordinated effort is required to leverage off existing practitioner networks to provide community engagement focused resources, learning opportunities, and peer to peer networking events that bring practitioners together.

Technical Abstract

Engaging with communities about climate and natural hazard risks is a challenge for local authorities. Local authorities are at the frontline of work to prepare existing and future communities for an increased frequency and severity of natural hazard events, through their land-use planning as well as resilience and disaster preparedness efforts. Increasingly, local and regional councils are having conversations with communities to manage and reduce exposure to risk. These critical conversations ensure limited resources are allocated based on real needs and preferences of communities. However, the unique demands of these conversations, fears about public response, and limited guidance on engagement approaches are barriers to effective engagement.

This project aimed to better understand the challenges facing engagement practitioners and the factors that affect engagement method design. In 2022/2023, a panel of experienced engagement practitioners participated in a three round Delphi survey. This process was designed to elicit and collate best practice and to identify and define challenges faced by practitioners. Through the Delphi process, a review of literature by the research team, and additional practitioner input through our trans contextual learning group and community of practice workshops, nine critical challenges of natural hazard and climate risk engagement were identified. These were: high stakes nature of conversations, high levels of uncertainty, temporal nature of hazards, technical nature of content, need for multiple types of expertise, high variability of risk appetite across communities, lack of clarity around risk ownership (between individuals and communities), engagement underutilisation in decision making, and capability and capacity challenges.

In addition, six community and hazard related contextual factors were identified that affect how well an engagement is received, and therefore, how an engagement process should be designed. These include: spatial and temporal proximity to hazard, hazard familiarity, degree of distributional impacts, community capacity, and connection to place.

In October 2023, a practitioner survey was undertaken to explore capability and capacity challenges amongst practitioners. The survey highlighted a number of capability challenges including: lack of documented methodologies and advice on dealing with specific issues (e.g. differing views and distrust, communicating technical risk information, dealing with uncertainty, managing conflict), poor risk literacy/challenges interpreting technical risk information, and lack of professional development and networking opportunities.

The survey also highlighted several barriers that practitioners are facing when trying to undertake community engagement. These include: lack of support from organisations, including access to financial, personnel, tools, and time resources; lack of buy-in from decision makers; lack of resourcing for mana whenua engagement; and lack of clarity around central government direction and support for some issues (e.g., managed retreat).

Keywords

Multi-hazard; Community engagement; Empowering people; Social science;

Introduction

Increasingly, there is both a community desire and a regulatory need for communities and agencies to come together to talk about natural hazard and climate change risk. For example, community engagement is central to processes such as the Ministry for the Environment Coastal Hazards and Climate Change guidance [1]. The complex and dynamic hazards we face stretch the resources our communities have. Now, more than ever, it is important that agencies work alongside communities to build our collective understanding of the hazards we face, enhance the capacity and preparedness of communities to cope with these events, and enable them to prioritise actions to manage these.

Over the last decade, there has been a steady increase in community engagement on natural hazard and climate change risk (for example, [2-6]. Some of the conversations, particularly where communities are facing or have already sustained significant losses, have proven to be highly emotive and adversarial. In other contexts, engagement is stalled because of uncertainties in the decision-making process. However, there have also been successful experiences where both communities and agencies have shared information and utilised feedback to plan the next steps [7]. While there is substantial literature and guidance on community engagement in general [8-10], there is very little advice for practitioners dealing with conversations about natural hazard or climate change risk.

The Let's Talk About Risk (LTAR) Project (funded by the Toka Tū Ake EQC Biennial Grant) has investigated current and developing practice in public engagement on natural hazard and climate risk with the aim to contribute to greater capability of local government to engage effectively with community on natural hazard and climate change risk. In particular, this projected aimed to:

- facilitate a cross agency and cross discipline conversation on natural hazard and climate change risk engagement,
- improve understanding of the range of tools and existing practices,
- evaluate the effectiveness, challenges, and gaps in current approaches,
- create a framework to support the design and implementation of effective community engagement on risk, and
- scope ways to enhance ongoing and sustainable community engagement on natural hazard and climate risk.

To achieve this the LTAR project utilised trans-contextual professional sharing of experience and knowledge building, using a mixture of expert elicitation, and peer-to-peer online workshops including:

- a literature review of existing knowledge, tools and cases,
- an expert elicitation process (Delphi survey) to identify gaps and needs as well as key learnings from the experiences of practitioners across Aotearoa NZ,
- a series of workshops for practitioners to explore some of the challenges faced when working with communities to manage risks, and to help build networks between practitioners, and
- a practitioners' survey investigating capacity and capability challenges and need for a practitioners' professional network.

For more information about our methodology see Appendix 1

From this work several key outputs were produced to contribute to greater risk engagement capability including:

- **Let's Talk About Risk Framework** for designing natural hazard and climate risk community engagement. The framework was the culmination of the expert elicitation process, alongside the literature review, discussions with our trans-contextual steering group and our community of practice workshops. The framework contents, summarised in Figure 1, includes building an effective team, understanding hazard and community context, establishing engagement purpose and intentions, choosing the right methodology, and evaluating and adapting the process throughout.
- **The Let's Talk About Risk workshop series**. A total of five workshops were held in May, June and December 2023 to create a forum for practitioners to connect, share experiences and learn. The workshops were very well received and well subscribed (up to 45 participants, and over 120 registrants).

  "Was really interesting session, thanks for organising."

  "I really enjoyed yesterday's workshop."

  "Thanks for organising the Let's Talk About Risk Workshop yesterday, it was really great chat in the breakout room I was in."

- **Practitioner survey and report** "Moving natural hazard and climate risk engagement forward". This report provides an overview of current challenges and needs within the community and includes ideas on how to support practitioners build their capability and how to support the sector to build capacity.

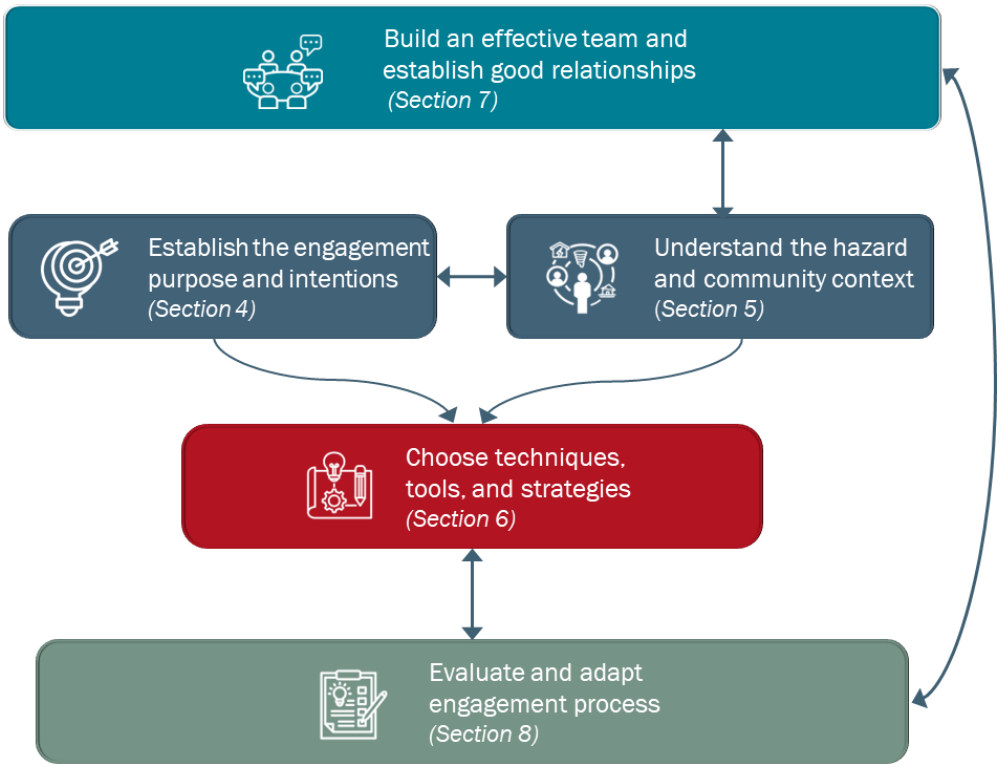

Figure 1: Framework for natural hazard and climate risk engagement

Discussion

The Let's Talk About Risk project has made a first step towards capturing best practice in natural hazard and climate risk community engagement. We have articulated the reasons why engagement about natural hazard and climate risk is different to normal community engagement; we have identified the spectrum of engagement purposes where conversations about natural hazard and climate risk might occur; we have highlighted the importance of context in engagement design and identified specific strategies to accommodate these; and we have identified key capability and capacity needs for practitioners.

Below is a summary of some of the key findings and implications of our work.

Nine challenges of risk engagement

Effective community engagement is challenging at the best of times. Engagement around natural hazard and climate change risk introduces added layers of complexity. Through the project, we identified nine specific challenges related to community engagement in a natural hazard and climate change risk context. These relate to the high-stakes nature of the conversations, the highly technical content, the spatial and temporal variability of hazard risk, different individual risk capacity and appetite, and the organisational complexity in which these conversations, and subsequent policy/planning actions, take place.

These nine challenges provide a useful backdrop for the content included within this framework (Table 1).

Table 1: Nine specific challenges for undertaking natural hazard and climate risk engagement.

High stakes	Emotions such as anger, denial, fear, and distrust are often present in hazard risk conversations. Changes to the hazard risk status of an area trigger fears about loss of property value, loss of future opportunities, and rising insurance costs.
Uncertainty	Uncertainties cause tensions at all stages of the engagement process. These might include: the nature of the hazard, options for mitigation/reduction, compensation (if there will be any and who will pay), and how long the process will take to resolve. Uncertainty can lead to denial, lack of commitment to address the issue, or high emotional intensity.
Technical nature	Natural hazard information is inherently technical. There are challenges in explaining technical aspects (i.e., frequency, probability, impact) and allowing time for people to work through the personal impacts of the information being shared. Equally, there is a tension between the need to share technical risk information and the need to listen and learn from the lived experiences of communities.
Temporal nature	Natural hazard and climate risk are neither static nor predictable, and engagements can take considerable time, with benefits of risk management measures seldom immediate. This dynamic nature affects engagement in several ways: • Risk outcomes need to be envisaged over time, with communities needing to weigh up the needs of both present and future generations. • Engagement processes need to be tailored to the temporal nature of the hazard, e.g., slow onset or imminent, low or high probability/frequency.

	• Engagement processes need to be adapted to the changing perception of hazard risk over time (e.g., through increased severity of hazard or more recent experience). • Community buy-in and trust in the engagement process needs to be managed, maintained and constantly assessed, especially during long, multi-stage decision processes, where there is likely to be community and staff turnover.
High variability of risk appetite and risk capacity	No one-size-fits-all approach will work for hazard risk conversations. Between and within communities, views on the acceptability of risk can differ widely (risk appetite), as can the resources of individuals and communities to withstand losses from a hazard event (risk capacity). This raises issues of equity when applying solutions. Risk engagement needs to allow for the diversity of views and circumstances within the community.
Lack of clarity: individual vs community risk ownership	Lack of clarity about who owns and pays for the risk hinders the engagement process. For example, where only a subset of people is directly affected, but the wider community shares the cost, or when there are information gaps around financial liability in high-risk locations.
Multiple expertise and relationships	Engagement needs people with different skills and experience to collaborate, e.g., planners, engineers, community development practitioners, engagement specialists, and communication experts across different departments and agencies and ideally also with community connectors. Coordinating and reaching the necessary people to build a team approach is challenging.
Engagement underutilisation	It can be difficult for some decision makers to see the value and role of community feedback in risk situations, in particular, the importance of listening and drawing on local expertise, and community knowledge to inform the approach to risk management. This makes it hard to secure the resources needed to design and execute effective engagement processes that intersect well with statutory processes and time frames (e.g., LTP and annual plans).
Capability and capacity challenges	Hazard and climate risk engagement face several capability and capacity challenges. It takes resources to ensure engagements are supported by good expertise, and 'upskilling' is required when utilising resources from non-risk spaces on risk communication and engagement. Having people with risk engagement expertise and/or leadership skills to front engagements is scarce. There is also a lack of frameworks, national guidance, case examples, and 'how-to guides', and few opportunities for learning from the experiences of others and building consistency and professionalism. The need to plan for and respond to more frequent and severe hazard events, coupled with increasing psychological trauma and the permanence of some risk mitigation options, is exacerbating the capacity and capability issues. New and enhanced engagement skills are required to navigate this changing landscape.

Spectrum of engagement purposes

Through the Delphi process we identified a range of situations where practitioners might be engaging on natural hazard or climate risk (Figure 2). They include pre-event preparation (e.g., risk assessments, planning and preparedness education) through to post-event engagement (e.g., response and recovery). These engagements can have a range of purposes – such as sharing hazard risk information, understanding community concerns, or working collaboratively to inform decision making. Clarifying the purpose of an engagement is necessary to manage the expectations of the community through and beyond the engagement process. It also ensures then engagement approach is fit for purpose.

Figure 2 was designed by the research team as part of the framework development to help practitioners determine the necessary depth of engagement for their given engagement purpose. What the range of engagement purposes also demonstrates is that risk engagement crosses many traditional practice areas and stages of the disaster management cycle. The engagement purposes cover both climate risk and natural hazard risk; reduction and readiness and recovery. Throughout the project, and through our interactions with practitioners, there appears to be some silos that are preventing learning across these practice areas. This is discussed more below.

Figure 2 Risk specific engagement purposes mapped into five engagement types

The importance of context in engagement design

Through the project we identified a number of contextual factors that are important to consider when designing an engagement. In all engagement, there are several general factors that can affect the ability and willingness of a community to engage (e.g., demographics and levels of trust). In hazard and climate risk engagements, there are additional risk-specific contextual factors that can influence how communities receive and process information about the risk situation.

These general and specific contextual factors (Table 2) need to be identified and accounted for in the engagement design. This includes allowing for input and knowledge from the community to guide engagements alongside collecting good baseline community data/demographics, etc. For example, if the hazard impacts are expected to vary significantly across the community, you may need to engage with community members differently based on their level of impact (e.g., direct vs indirect). You may also need to provide counsellors and have "follow up strategies" to support conversations where there is a high degree of perceived or actual loss.

For each of the contextual factors specific to risk conversations, strategies have been identified and documented in the framework. This provides practical ideas to support practitioners as they design their engagement based on their context.

Table 2 Contextual factors affecting risk conversations

General contextual factors	**Contextual factors specific to risk conversations**
• Demographics • Nature of relationships between community and council/agency (trust) • Factors impacting the community's ability to engage • Previous engagement experience • Size of community and community connectedness (trust) • Community buy-in to the engagement • Values and norms (and agreement on these across community)	• Temporal proximity to hazard • Spatial proximity to hazard • Hazard familiarity and acceptance • Distribution of impact / Inequitable impacts • Competing priorities • Connection to place

Capability and capacity needs

Both the results from our Delphi and the strong level of engagement we have had in our project, highlights the need for ongoing research and support for practitioners. Our community of practice workshops were highly subscribed, with over 120 people registering for the first round of workshops and over 80 registering for the December workshops. In addition we have had significant engagement via Resilient Organisations' LinkedIn posts. In particular, at least 30% of people that saw the post about the launch of the LTAR framework clicked through to the project page on the Resilient Organisations' website. That is 1000 people. This is likely an underestimate as it does not capture those that interact with the post via the 10 reposts. So far the documented 347 times.

Table 3 Engagement in LTAR research via social media

Post	Date	Impressions	Clicks	Click Through Rate	Reactions	Comments	Reposts	Engagement Rate
Poster	March	507	25	4.93%	30	0	1	11.05%
Workshops	April	428	22	5.14%	10	0	0	7.48%
Survey	September	225	9	4.00%	9	0	5	10.22%
Survey	October	340	4	1.18%	11	0	3	5.29%
Framework	October	3,396	1,052	30.98%	43	16	10	33.01%
Workshops	November	421	12	2.85%	12	0	3	6.41%
Average per post		**886**	**1,187**	**8.18%**	**19**	**-**	**4**	**12.24%**
TOTAL		**5,317**	**1,124**	-	**115**	**16**	**22**	**-**

The practitioners' survey, carried out in September/October 2023, provided insights into particular areas practitioners need greater support. These included:

- documented methodologies for specific engagement purposes (e.g., risk tolerance, climate adaptation) and how to generally run an effective engagement process,
- advice on how to deal with specific issues (e.g., differing views and distrust, communicating technical risk information, dealing with uncertainty, managing conflict),
- advice on how to build a process that supports decision making,
- support to improve risk literacy including interpretation of technical information,
- more professional development opportunities, and
- networking opportunities.

Throughout the survey a number of barriers to effective engagement also emerged. There would be benefit in more work to better understand these barriers and to identify ways to manage and mitigate these. Barriers include: lack of support from organisations, including access to financial, personnel, tools, and time resources; and buy-in from decision makers; resourcing for mana whenua engagement; and lack of clarity around central government direction and support for some issues (e.g., managed retreat).

The survey also explored the need and opportunities to support practitioners through a practitioner network. The survey results, and subsequent engagement with some networks/agencies, demonstrated that the current support for building capacity and capability for hazard and climate risk engagement is patchy and uncoordinated. There are limited opportunities to learn across disciplinary or other silos (e.g., hazard risk and climate risk; reduction and readiness) and some practitioners groups are not able to connect with some networks (e.g., some networks are for local government only, as is the case for ACAN currently and the SIG groups).

No single organisation currently links across all those interested and involved in hazard and climate risk engagement. Similarly, no organisation we spoke to currently has a concentrated focus on building capacity and capability for hazard and climate risk engagement. The range of organisations/entities with 'some interest' in different aspects of hazard and climate risk, capacity building or engagement is substantive and

even potentially confusing. Practitioners, too, are time poor and have limited capacity to engage in multiple networks.

The general consensus from discussions with relevant networks/agencies was that support for risk engagement practitioners is best done through existing networks rather than building anew. We agree with this. However, we identified that there is a need for some form of coordination or oversight to ensure the unique and specific capacity and capability demands for risk engagement are adequately provided for.

The LTAR project online workshops, and the survey responses about these, highlight that, alongside formal professional development opportunities and access to guidance and resources, practitioners continue to be interested in living cases. These cases provide active learning opportunities so that people can workshop challenges and gain support from their peers. This is a specific form of capacity and capability building that has the potential to support networking in and of itself.

For more on capability and capacity needs, see the survey report.

Conclusions

Engaging communities on natural hazard and climate risk is challenging. It is a rapidly growing area as central government guidance (for example [1]) promote the need for community engagement and communities become engaged in hazard and climate issues. Our work has made a first step in understanding current best practice as well as the needs of practitioners in this space. More is needed to support practitioners: both within councils and other organisations undertaking community engagement; and through external professional development opportunities.

Prioritisation of risk engagement

The Delphi and the practitioners' survey results highlighted the need for engagement to be prioritised in organisations if engagement is to be done effectively. Many practitioners find they are spread across a wide range of projects, with a lack of funding, time, or skilled resource to be able to engage meaningfully with communities and mana whenua. Getting organisations to see the value in creating and resourcing dedicated roles and/or teams for risk engagement would be a good start towards better-equipped engagement teams and projects.

Professional development opportunities

To ensure skilled personnel are available to make up engagement teams, there needs to be targeted and relevant professional development opportunities for practitioners. When it comes to personal skills development, practitioners would like opportunities to develop their community engagement skills and knowledge (e.g., how to run an effective engagement process, deal with different views and distrust, understand community risk tolerance, inform decision making); technical knowledge and communication skills; and Te Ao Māori knowledge and mana whenua engagement skills.

Developing clear, standardised engagement guidance and methodologies, running targeted and relevant training courses, and providing opportunities for collaboration and peer-to-peer contact between practitioners are key ways to upskill practitioners. When done right at a national level these opportunities could aid in the development of best practice for natural hazard and climate risk community engagement in New Zealand. The Let's Talk About Risk Framework developed in this project is a first step in providing better guidance on natural hazard and climate risk engagement, and running community of practice workshops.

Importance of peer to peer and facilitated learning.

The enthusiasm for our online workshops highlighted the widespread need for opportunities for those undertaking hazard and climate risk engagement to be able to share their experiences, hear from others, and build connections. This goes beyond "sharing success" and requires structured facilitation to enable practitioners to drill into the meaning of experiences and acquire learning they can apply to their own contexts.

Practitioners network

There are currently several networks providing benefits to practitioners in areas related to natural hazards and climate risk engagement. However, none reach across the full spectrum of those involved in hazard and climate risk engagement, and there is currently limited scope to address the specific challenges of risk engagement. There is good potential to build off these existing networks to provide community engagement focused resources, learning opportunities, and peer to peer networking events that bring practitioners together. A crucial aspect will be addressing the existing silos within natural hazards and climate change,

fostering connections across reduction, response, readiness and recovery; and bridging the gap between the private and public sector. Achieving this requires coordinated effort and more work is needed to determine the best agency or means to coordinate support for natural hazard and climate risk engagement.

Future Work

The interest in this project and thirst for support and knowledge from practitioners demonstrates the acute need for more work in this area. The Let's Talk About Risk engagement framework is really the first step in what needs to be a sustained programme of work. In particular, our practitioners' survey highlighted the need for:

- Development of guidance materials for specific engagement purposes (e.g., climate adaptation conversations, risk tolerance conversations, preparedness conversations etc).
- Development of guidance to meet specific engagement needs (e.g., technical risk communication, mana whenua engagement).
- Guidance on specific challenges faced by practitioners including how to handle dissonance (both within the community and with decision makers).
- Research on how to address barriers of engagement (e.g., lack of financial, people, and time resources; lack of buy-in from decision makers).
- Coordinated effort to connect existing networks and ensure resources and peer support can cross traditional disciplinary and organisational boundaries.
- Opportunities for learning and peer to peer networking events that bring practitioners together.
- Opportunities for meaning making of guidance materials including the framework we developed.

This area of practice is rapidly growing and as more engagements take place, more and more learning is occurring. We think there is a need to capture and systemise the learnings across this growing area of community engagement. We would like to see a website or other live platform developed to systematically capture these learnings. It could build on the structure of the framework we developed and could host a library of resources, tips, case studies, and best practice to help build capacity and capability within the sector.

Outputs and Dissemination

Outputs

Poster for the Resilience Symposium in Christchurch 2023: https://www.resorgs.org.nz/wp-content/uploads/2023/04/ResOrgs_LTAR_2023.pdf

Framework for designing natural hazard and climate risk community engagement: https://www.resorgs.org.nz/wp-content/uploads/2023/10/LTAR_Community_Engagement_Framework.pdf

Moving Natural Hazard and Climate Risk Engagement Forward: Report on a brief practitioner survey: https://www.resorgs.org.nz/wp-content/uploads/2023/12/LTAR_Capacity_Capability_and_Network_Report.pdf

Dissemination / Outreach

Workshop 1 - Nine Challenges of Risk Engagement: High stakes, uncertainty and technical nature. 29th May 2023.

Workshop 2 – Managing differences in communities. 12th June 2023.

Workshop 3 – Engagement to implementation: Building teams and relationships. 26th June 2023.

Workshop 4 – Problem Solving Together, 5th December 2023.

Workshop 5 - Understanding Success, 7th December 2023.

Dissemination of Framework in late October via

- Taituarā e-communications
- NEMA e-Bulletin
- RiskNZ newsletter
- QuakeCoRE newsletter
- ACAN network
- NZPI newsletter
- Climate Adaptation Platform https://climateadaptationplatform.com/framework-enhances-community-engagement-on-climate-change-risks/

Presentation to monthly Infrastructure meeting (Resilience to Nature's Challenges NSC / QuakeCORE IP3) – 13th November 2023

Meeting with leaders of existing networks and agencies doing work related to community engagement in natural hazard and climate risk to share results from the practitioners survey (December 2023): Taituarā, NZPI, NEMA and organisers involved in the Natural Hazards SIG, and ACAN.

Publications and Communications

Project website: https://www.resorgs.org.nz/our-projects/risk-and-resilience-decision-making/lets-talk-about-risk/

LinkedIn posts:

- LTAR Poster: https://www.linkedin.com/posts/resilient-organisations-ltd_lets-talk-about-risk-activity-7046594402793750528-BmVG?utm_source=share&utm_medium=member_desktop
- May/June Workshops:
    - https://www.linkedin.com/posts/resilient-organisations-ltd_lets-talk-about-risk-activity-7055821678622248960-RcmC?utm_source=share&utm_medium=member_desktop
    - https://www.linkedin.com/posts/chryshorn_lets-talk-about-risk-activity-7053595350430859264-6K_1?utm_source=share&utm_medium=member_desktop

- Practitioner's Survey:
    - https://www.linkedin.com/posts/resilient-organisations-ltd_take-our-survey-capacity-and-capability-activity-7117237287939178496-VIOx?utm_source=share&utm_medium=member_desktop
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    - https://www.linkedin.com/posts/chryshorn_capacity-and-capability-needs-for-natural-activity-7112513619870851072-UHEI?utm_source=share&utm_medium=member_desktop
- Framework Launch: https://www.linkedin.com/posts/resilient-organisations-ltd_community-engagement-framework-lets-talk-activity-7124845847028146177-FEJD?utm_source=share&utm_medium=member_desktop
- December workshops: https://www.linkedin.com/posts/resilient-organisations-ltd_lets-talk-about-risk-december-2023-workshop-activity-7125572209019944960-XoKN?utm_source=share&utm_medium=member_desktop

LGNZ magazine article promoting the project and the framework for practitioners (due for publication in February 2024)

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[9] Te tari o te pirimia me te komiti matua | Department of the Prime Minister and Cabinet (DPMC) (2023). The Policy Project. https://www.dpmc.govt.nz/our-programmes/policy-project

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Appendices

Appendix 1: Methodology

Our methodology emphasised trans-contextual professional sharing of experience and knowledge building, based on a mixture of expert elicitation, and peer-to-peer online workshops.

Key features (refer Figure 3):

1. Trans-contextual practice group – guided the direction of the project and provided critical review of method and findings.
2. Literature review - existing tools and cases
3. Expert elicitation - Delphi survey (iterative questioning and knowledge building by panels of experts)
4. Community of practice – open online workshop-style exploration of select cases or topics – with presenters and peer inquiry.
5. Practitioners' survey - investigating capability and capacity challenges and interest in a practitioners network.

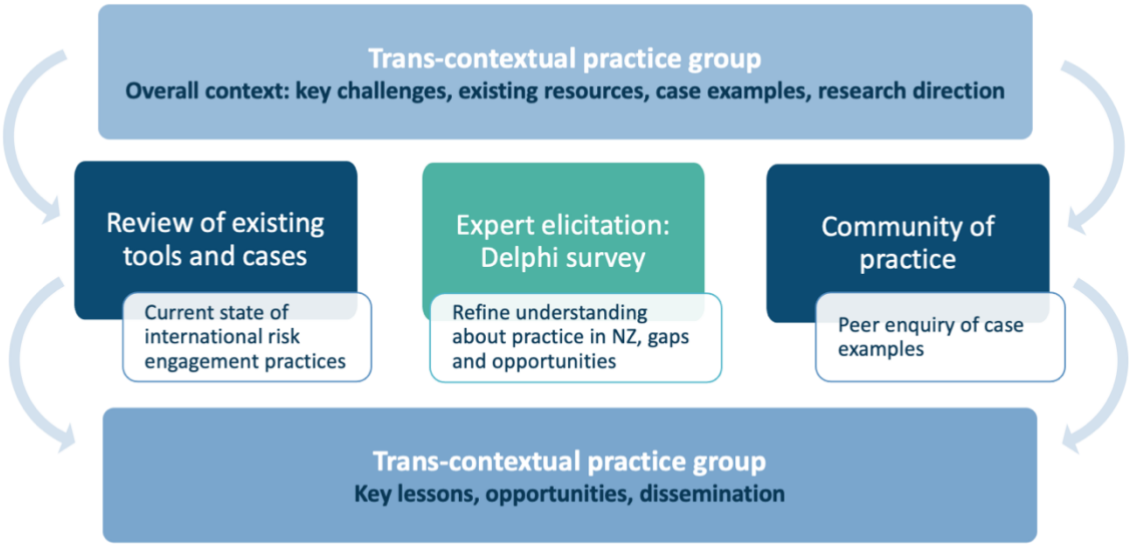

Figure 3:Let's Talk About Risk project methodology.

Trans-contextual practice group

We established a group of 6 professionals, including local government hazard technical experts, planning professionals, emergency management practitioners, and community engagement specialists, to guide the project. This group helped:

(i) build conceptual understanding of the challenges,

(ii) provide links to case examples and fruitful lines of inquiry,

(iii) contribute to the synthesis of findings for key learning and opportunities, and

(iv) provide links to networks for dissemination of research work.

Literature review: existing tools and cases

A brief review was carried out to look at community engagement practices both internationally and within New Zealand with respect to natural hazards and climate change risks. This review provided an up-to-date snapshot of techniques being used to engage communities on a variety of natural hazard and climate risks, and how engagement results are fed into decision making processes.

The review (supplemented by critique from our trans-contextual steering group) informed the Delphi survey to ensure we had a comprehensive set of questions that our NZ practitioners could reflect and build on in the NZ context.

Expert elicitation: Delphi survey

We established a group of 10 experienced practitioners, including planners and community engagement specialists to take part in a Delphi Survey over three rounds.

The first round focused on collecting panel members' experiences in engaging the public on natural hazard or climate change risk. The survey focused on understanding the range of situations where community engagement on risk has been carried out by the group, and the methods that have been applied. Topics covered in the long form survey included:

- Engagement purpose
- Community and local government context
- Engagement process
- Risk engagement methods
- Resources for effective engagement on risk
- Community engagement on decision-making
- Benefits of effective engagement
- Risk engagement capability across New Zealand
- Opportunities to improve hazard and risk engagement in New Zealand

Using the results from the first Delphi survey we developed an initial framework that mapped engagement methods to engagement situations. The subsequent two rounds of inquiry were aimed at refining and augmenting, where necessary, the initial framework to provide a robust map of engagement situations and techniques that would be useful, useable, and used by practitioners.

Most of the professionals who contributed were not 'engagement specialists'; rather, they came from diverse backgrounds such as planning, strategic policy, emergency preparedness, community development, and climate risk research. The framework that emerged includes hard-earned insights from situations that have been challenging as well as those that have been successful.

The framework also benefited from discussions with the project practice group, whose members come from a range of local government and natural hazards management backgrounds.

Community of practice

We curated and facilitated a series of community of practice workshops to create a space for practitioners to share experiences of designing and holding risk conversations between local authorities and communities. In May/June 2023 we ran three online Community of Practice workshops. These involved presentations by practitioners who spoke to one or more of the nine challenges and reflected on their own experiences with these. Participants connected with one

another and were involved in discussions through breakout groups. The workshops connected people throughout the country from a variety of different backgrounds. They were enthusiastically attended. Because of the high demand for these two further workshops were held in December. These workshops informed us of both the need for peer to peer learning and provided insight into how these can support capacity and capability amongst practitioners.

These sessions both supplemented the Delphi enquiry and supported capacity building.

Practitioners' survey

The practitioners' survey was developed to investigate the ongoing support needs for natural hazard and climate change risk practitioners and potential options for permanent support for practitioners (i.e., a professional practitioner's network). The survey was sent, via email, to those involved in the framework expert elicitation process, those who registered for the LTAR workshops, the project reference group, and various professional networks for placement in network newsletters (including ACAN, NEMA, QuakeCoRE, Taitaura, NZPI, Risk NZ). The survey was also shared through Resilient Organisations' LinkedIn.

The survey explored:

- current capacity and capability challenges for those undertaking community engagement,
- interest in a network to support those involved in natural hazard and climate risk engagement, and
- feedback and interest on LTAR past and future workshops.

A full overview of the survey questions can be found in the survey report.