Levels of Engagement

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IWRM Planning Meeting & HYCOS

18-25 July 2008 Niue
Levels of Interest

- Mildly Interested
  - AFFECTED, SO QUITE INTERESTED
    - DELIVERING SO PASSIONATE
  - SECONDARY
    - TERTIARY
# Levels of Engagement

## Table of Engagement Levels

<table>
<thead>
<tr>
<th>No involvement</th>
<th>BE INFORMED</th>
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<tr>
<td></td>
<td>• receive information about any new government proposals</td>
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<tr>
<th>BE CONSULTED</th>
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<td>• be able to give their views on proposals</td>
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<th>STRONGER DISCUSSION</th>
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<td>• contribute new ideas or different solutions</td>
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<td>• work together to help solve concerns</td>
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<th>COLLABORATE (OR COOPERATE)</th>
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<td>• work as partners to solve water supply and management issues</td>
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<th>TAKE SOME RESPONSIBILITY</th>
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<td>• both parties contribute by taking responsibility for some matters</td>
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• **One-way communication--**
  - newsletters, newspaper articles, radio spots
  - Reports, media releases, exhibitions, displays

• Provide mechanism for comment but with little expectation of significant feedback
  - contact info, address,

• *Unaffected departments/ Ministries*

• *Some funding bodies - World Bank*

• *Much of the public*
Consulted

• Interest in collecting views but with no promise that (or how) information received will be used
  - community meetings, focus groups, key informants
  - mapping, timeline, murals, walking a transect, ranking
  - interviews, surveys, submissions

• Initial consultation for drafting Water Use Efficiency plan
• Live & Learn Research Analysis of Perceptions (RAP)
• What community thinks of a draft plan
Stronger Discussion

- Opportunity for dialogue
  - Round tables, advisory committees, working parties
- Significant interest in collecting information to inform policy formation or decision-making
- Promise of listening and trying to address issues raised
  - Provincial governments, municipal governments
  - Other departments impacted by IWRM planning
  - Some industries, some groups represented on committee
Collaborate / Coordinate

• Agree to work together to collectively solve issues
  - Planning, visioning, shared approaches
  - Taskforce, workshops, action planning
• *Environmental Health & Water Supply, Water Resources Dept, Water Authority*
• *Community Education, Social Learning*
• *Participatory action research*
Take Shared Responsibility

- Working in partnership, sharing responsibilities
  - equal power and equal leadership
  - shared decision-making
  - M&E structure, process for managing conflicts

- Co-management of catchment with Catchment Group
- Technical / planning assistance with community groups
- Community consultation and education with NGOs
Some Suggestions

- Be clear what you want out of the engagement and why
- Be up-front (clear from the beginning) about the limits of what can be changed and what can’t
- Don’t promise greater involvement than can be delivered
- Engagement requires work and effort from all parties - consider carefully whether the benefits outweigh the costs
- Timing is important - not too early, not too late
- Not everything should be consulted --
  - where there’s no choice; or it’s too late in the process
Some Suggestions

• People are more likely to support decisions they have contributed to
• Each party “on side” can act as an ambassador
• With difficult stakeholders, search carefully for matters of “common cause”/ shared concerns
• Levels of engagement (with the same stakeholders) may vary over time
• Goal posts shift over time; expectations change.