

New Forest District Council - Draft Waste Strategy Stakeholder Engagement Plan

October 2020

1. Introduction

The proposed actions set out in the council's draft waste strategy document will shape the future of our waste and recycling collections for the New Forest. Waste and recycling services are delivered to the door of every household across the district every week. These proposed actions could lead to substantial changes to those services that will affect our residents. Therefore, it is important that succinct and timely information is made available to our residents and opportunity for comment on the direction of travel is provided.

Residents are not the only stakeholders with an interest in these proposed service actions. This document sets out who our key audiences are; and the engagement approaches taken to ensure that targeted information is made available.

2. Engagement approach

The reasoning for the proposed actions detailed in the draft waste strategy is multi-faceted. It is felt that in order to make a fair comment of the proposed actions, stakeholders must be provided with as much background information as possible. The best way to do this is to ensure that:

- Stakeholders are signposted to detailed and up to date information online
- where possible targeted information, forums and feedback opportunities are created for individual stakeholder groups

We know that our waste and recycling collections must change. The purpose of the engagement work is to gather opinions from stakeholders of how the collection system described in Action 1, and other parts of the strategy, may affect them. The feedback will enable us to develop a final strategy that considers the needs of these stakeholders alongside the other key drivers described in the Strategy.

3. Identifying Stakeholder Groups

The council formed a waste strategy working group in August 2019 to help guide the development of the draft strategy. This working group were also instrumental in the identification of the key stakeholder groups, which were identified as follows:

- Residents of the New Forest
- Elected Members
- Frontline Staff
- Hampshire CC
- Parish Councils
- Housing associations and NFDC Housing
- NFDC Planning and Developers
- Local businesses

- National Park Authority,
- Forestry England
- Verderers

4. Engagement timeline

- Draft Waste Strategy and summary document finalised – 7th October 2020
- Environment Overview and Scrutiny Panel – 15th October 2020
- Cabinet report – 4th November 2020
- Decision call in period (5 days) – 5th November to 11th November
- Draft strategy engagement period (4 weeks) – 12th November to 10th December

5. Waste strategy stakeholder actions

5.1 Members

- Agenda, covering report, draft Waste Strategy document and summary document provided in preparation for the Environment panel report – available 7th – 9th October 2020
- Engagement pack for all Members made available from 12th November, sent via email to include:
 - Draft waste strategy and summary document
 - An FAQ document tailored to members
 - Link to an open comment response form for members
 - Information on how to obtain paper copies of the documents
 - Information regarding Member Q & A sessions
- An online Member Q & A session to be held during the engagement period.
 - A panel of Officers, waste industry consultants, representatives from WRAP and other local Authorities, will answer pre-submitted questions from members.
 - Session will be time constrained
 - Dates, registration details and question submission details will be provided to members on 12th November via their engagement pack email

5.2 Operational staff

- Staff briefing sessions held at all depots 2nd, 5th, 7th October 2020
- Staff Newsletter provided 2nd October detailing the current position of the draft waste strategy development
- Engagement pack provided to all operational staff by 12th November 2020, paper copies available at each depot distributed via supervisors, to include:
 - Draft waste strategy summary
 - FAQ's tailored towards operational staff
 - Response sheet for open comment and deadline for submission
 - Link to full waste strategy document online & option to request a paper copy

5.3 Waste and Transport office-based staff

- Engagement pack sent via email by 12th November 2020, to include:
 - Draft waste strategy and summary documents
 - FAQ's tailored towards office-based staff
 - Response form link for open comment and deadline for submission

5.4 Customer service & information office staff

- Briefing meeting with service managers 5th October 2020
- Timeline and proposed engagement plan provided
- Draft waste strategy 'brief bites' document provided to all customer service and information office staff, to include:
 - o Key dates and timeline
 - o Information on resident engagement
 - o Sign posting links for documents and resident responses (live dates)
 - o Standard response template for web chat, email and Customer Service enquiries
 - o Information on how residents can respond if they do not have access to online information
- Paper copies of the 'Draft Waste Strategy Summary' document to be provided to all information offices

5.4 Residents

- Information on the web page regarding the waste strategy review process
<https://www.newforest.gov.uk/article/1636/Our-waste-and-recycling-strategy-August-2020-update>
- Full Draft Waste strategy document & summary document available from 9th October 2020 via the Council meetings calendar at democracy.newforest.gov.uk only
- Web page - newforest.gov.uk/wastestrategy updated on 12th November to include:
 - o Full Draft Waste strategy document & summary document
 - o FAQ's for residents
 - o Link to complete the online resident engagement survey and opportunity for open comment
 - o Timeline for approval meetings
 - o Engagement period details
 - o Details on how to obtain paper based and accessible copies of the draft waste strategy, summary document and resident's engagement survey
- Promotion of draft waste strategy engagement from 12th November 2020 via:
 - o Social media
 - o Enews
 - o Printed media (where print/publication dates allow)

5.5 Parish and Town Councils

- Engagement pack sent via email on the 12th November to include:
 - o Links to online information for residents
 - o Draft waste strategy and summary document
 - o Link to an open comment response form for town and parish councils

5.6 Local businesses and NFDC business waste customers

- Letter/email to all business waste customers on 12th November including:
 - o Link to draft waste strategy and summary document
 - o FAQ's for businesses
 - o Link to an open comment response form for businesses

- Promotion of draft waste strategy engagement from 12th November 2020 via NFBP e-newsletter

5.7 The Verderers, New Forest National Park Authority, and Forestry England

- Online meeting with representatives of the above authorities held in early October
- Engagement pack to be provided from the 12th November 2020 to include:
 - o Draft waste strategy and summary document
 - o Link to an open comment response form

5.8 NFDC Planning and Housing

- Email to internal departments, sent Early October, to include:
 - o proposed timeline and key dates from Oct 2020
 - o Draft waste strategy and summary document
- Engagement pack sent to resident association groups from 12th November 2020

5.9 Hampshire County Council and Project Integra

- Updates and relevant documents to be provided in line with current scheduled meetings

5.10 Other NFDC Staff

- Update all staff via email on the 12th November 2020, to include links to online information as provided to residents

5.11 Media

- Media briefing mid October
- Preparation of a press release 12th November 2020

6. Review

A review of all stakeholder responses will be carried out from the 10th December 2020. An engagement report will be prepared for review of the waste strategy working group in Early January 2021. This report will highlight any key outcomes from the engagement work.