

Officer Decision Record – 8 August 2025

Recruitment of two additional waste advisers

Classification	<p>Public - Schedule 12A of the Local Government Act 1972</p> <p>This report contains information relating to the financial and business affairs of the Council, specifically in relation to staffing costs and pay.</p> <p>These are presented at high level and disclosure of this information would not prejudice the Council's position in future negotiations nor undermine its ability to manage workforce costs effectively.</p> <p>There is a general public interest in transparency regarding the use of public funds, a public decision supports openness and accountability in pay decisions.</p>
Decision taken	To approve the recruitment of two additional fixed term posts
Reasons for the decision	<p>Background:</p> <p>New Forest District Council, as the statutory Waste Collection Authority, is currently undergoing a significant service transition. This includes:</p> <ul style="list-style-type: none">• A shift from weekly to fortnightly residual waste collections• The introduction of a new food waste collection service, in line with the Government's mandate for separate food waste collections by March 2026. <p>A large volume of queries were received in phase one and a backlog of tasks are being worked through. Ahead of phase two and three additional capacity is required to allow for a more effective and efficient response to residents.</p> <p>In addition, a potential change in approach to collection points will drive higher demand to support communications, these posts will provide capacity to manage this.</p>

	<p>Proposal:</p> <p>To recruit two additional staff on fixed term contracts to support the current team of four. This allows:</p> <ul style="list-style-type: none"> • More efficient responses to residents • Improved customer service • Improved support to officers • Support for the collection point policy queries • Better protection of the Council’s reputation and statutory compliance. <p>The fixed term is proposed to extend to end of November 2026 to align with the existing waste advisors contracts. The recruitment would result in five FTE advisor posts plus a team leader for this period.</p> <p>Conclusion</p> <p>These two posts are required to support the successful delivery of service change in phase two and three areas.</p>
<p>Consultations undertaken</p>	<p>Internal discussion with HR, finance, waste and customer service team colleagues. Consultation with the Strategic Director for Corporate Resources and Transformation (s151) and relevant Portfolio Holders as well as the Waste Project Steering Group.</p>
<p>Finance and Resourcing implications</p>	<p>The estimated cost in 2025/26 is £46k and £24k in 26/27. This currently not included within current budgets.</p>
<p>Legal implications</p>	<p>N/A</p>
<p>Risk assessment</p>	<p>Service disruption</p> <p>Sufficient assessment and confirmation to customers is required to deliver uninterrupted waste collections and to ensure the successful delivery of service change.</p> <p>Failure to meet statutory requirements:</p> <p>The Council must comply with the Government’s requirement for separate food waste collections by March 2026. Failure to successfully deliver service change jeopardizes this compliance.</p>

	<p>Impact on wider operations:</p> <p>Waste collection is a frontline service. Disruption can have knock-on effects on street cleanliness, public health, and environmental performance.</p> <p>Public confidence:</p> <p>Waste collection is one of the most visible services provided by the Council. Service failures can quickly erode public trust and generate complaints.</p> <p>Political and media scrutiny:</p> <p>Service delays are likely to attract negative media attention and political pressure, particularly during the transition period.</p>
Impact assessment	<p>Run through the following checklist and include narrative where relevant</p> <p>Environmental / Climate and Nature impact</p> <p>Positive impact</p> <p>Ensuring continuity and reliability of waste and recycling collections supports the Council's environmental objectives, including increased recycling rates and reduced landfill.</p> <p>The successful rollout of the separate food waste collection service will significantly reduce biodegradable waste in residual bins, helping to lower methane emissions and improve composting outcomes.</p> <p>Avoiding service disruption reduces the risk of fly-tipping and uncollected waste, which can harm local ecosystems and biodiversity.</p> <p>Equalities impact</p> <p>Positive impact</p> <p>These posts provide the capacity to deliver bespoke arrangements to those with protected characteristics.</p> <p>Crime and disorder impact</p> <p>Neutral impact</p> <p>There are no direct links between the recruitment of these staff and crime and disorder. However, maintaining regular waste collections can contribute indirectly to community safety and cleanliness, reducing the</p>

	<p>likelihood of antisocial behaviour associated with waste accumulation.</p> <p>Data protection / Information Governance / ICT impact</p> <p>There is no expected impact.</p> <p>New Forest National Park impact</p> <p>Positive impact</p> <p>The capacity provides additional support to deliver bespoke assessments in the National Park area assuring the delivery of effective waste collection services.</p> <p>Cranbourne Chase National Landscape impact</p> <p>Positive impact</p> <p>The capacity provides additional support to deliver bespoke assessments in the National Park area assuring the delivery of effective waste collection services.</p>
Any conflict of interest by officer taking the decision	No
Decision taken by	<p>Tim Guymer, Assistant Director for Place Development</p> <p>Signature TIM GUYMER</p> <p>Date of Decision 8 August 2025.</p>
Background information	
Ward(s)	All
Portfolio Holder(s)	<p>Councillor Heron – Finance and Corporate</p> <p>Councillor Blunden – Environment and Sustainability</p>
Strategic Director(s)	James Carpenter Strategic Director of Place, Operations and Sustainability
Officer Contact	Liz Mockeridge, Service Manager for Waste and Transport. Email: liz.mockeridge@nfdc.gov.uk

Appendices: none

Background Papers: none