

Appendix 1 – Notice of Motion

In accordance with Standing Order 22, Cllr Malcolm Wade wishes to move the following motion:

This Council notes:

1. Ongoing waste and recycling operational issues in Phase 1 areas, including:
 - Missed collections of general, recycling and food waste.
 - Overflowing bins and public health risks from rotting food.
 - Interference from free-roaming animals, particularly donkeys, as a result of changes to collection points in open forest areas.
 - Confusion among residents about collection point requirements.
 - Impact on collections in Phase 2 and 3 areas, as well as call-waiting times for residents.
 - Impact on NFDC officer time and staff morale.
2. The recent partner meeting of **6 August 2025** involving the Verderers, Forestry England, the New Forest Association, and the Commoners Defence Association, which acknowledged these issues and agreed trial changes to bin placement.
3. That trials to address these problems are only commencing in August, with a further partner review not until 27 August—just one day before this meeting.
4. That updated projections for the cost of the Phase 2 and 3 rollout have not been published, which would take into account the additional costs incurred for Phase 1 (including staff pay, transportation costs, officer time and other fees and charges).
5. That the Cabinet has continued to progress Phase 2 implementation despite these known issues, and **before** trials and risk assessments have concluded.

This Council believes that:

1. Waste removal is an essential service for residents and businesses across the New Forest area.
2. An efficient and effective rollout of Phase 2 and 3 is essential to ensure that we avoid additional costs and minimise disruption for our residents and staff.
3. That this is best achieved by learning the lessons from Phase 1 and ensuring that they are not repeated in Phases 2 and 3.

Council therefore resolves:

a) To suspend the implementation of Phase 2 and Phase 3 of the waste container rollout until:

- A full report is made to Council categorising the Phase 1 issues with clear mitigating actions identified and delivered.
- Results of the trials on bin placement and container security are available and reported to Full Council.
- An agreed operational policy for collection in open forest areas is in place and communicated appropriately with all relevant stakeholders.
- The council reviews its commercial waste policy with regard to camping and caravan sites where there is residential use alongside commercial use.
- Secure food waste container options have been identified and tested.
- A full risk assessment for Phase 2 and Phase 3 areas is completed and published.
- An improved communication and education service is implemented to support residents in the transition to the new service.

b) That bin placement in open forest areas should, where practicable, be **inside property cattle grids** pending the adoption of any secure container solution, to prevent animal access.

c) That monthly performance data be published on missed collections, animal interference incidents, complaint volumes and resolution rates, and customer service SLA compliance, for the duration of the Phase 2 and 3 rollout.

d) That the Leader of the Council and Cabinet Member for Environment and Sustainability report progress directly to Full Council **before** any further rollout stages proceed.