Cornwall and Isles of Scilly Shoreline Management Plan Review

Stakeholder Engagement Strategy

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Stakeholder Engagement Strategy

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Key Stakeholders

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1. Introduction

This document outlines the methods that the Cornwall and Isles of Scilly Coastal Advisory Group (the Coastal Group) intend to employ to ensure that all Stakeholders, whether they are statutory, organisations, elected members or other interested parties, have the chance to be involved in the Shoreline Management Plan Review process.

The strategy will be based on a 2-way approach:

- 1. The Coastal Group will provide Stakeholders with a range of information and events about the review.
- 2. The Coastal Group will invite Stakeholders to feedback and assist with the steering of later stages by providing the team with information, comments and suggestions on final policy.

Within this document we intend to explain the rationale and methods that the Coastal Group will employ to engage Stakeholders throughout the process. This includes sections on:

- Why Stakeholders will be involved.
- Who the Stakeholders are and their roles.
- When Stakeholders will be asked to contribute.
- How they can be involved and contribute.
- How their contributions will be applied and used.

This follows the Environment Agency's 'Building Trust with Communities' approach, which is about improving the way to communicate with everyone, being more open and seeking to work together.

The Department for Environment, Food and Rural Affairs (Defra) Guidance for the Plan Review was published in March 2006 and states, "the most appropriate Stakeholder engagement is dependent on the characteristics of the Plan Review shoreline and likely risks associated with that...".

The coastline covered by this Plan Review is from Rame Head around Lands End to Hartland Point and the Isles of Scilly. 8 Maritime District Councils cover this coastline, namely Caradon DC, Restormel BC, Penwith DC, Kerrier DC, Carrick DC, North Cornwall DC and small section of Torridge DC in Devon and the Council of the Isles of Scilly. Note from the 1st April 2009 a new unitary Council, Cornwall Council will replace the 6 mainland District Councils

There are five guiding principles influencing Stakeholder engagement strategy selection as laid out by Defra:

Inclusivity - The initiation of the Plan Review process should indicate whether a participatory or a consultative approach is adopted and outline the extent of wider community involvement.

Transparency - Timely, accurate, comprehensive and accessible recording of representations, decisions and their justification is required to track decisions. The strategy should indicate who has responsibility for this.

Appropriateness - The range of Stakeholders, their level of involvement and likely knowledge, the potential for differences of view and the opportunity for raising awareness will influence the approach adopted.

Clarity - The roles of different "players", including identifying where final decision-making lies, must be made clear in the strategy.

Comprehensiveness - The strategy should cover all stages, including plan dissemination and arrangements for reporting on Stakeholder engagement.

2. Why Involve Stakeholders?

Engaging with Stakeholders throughout the whole Plan Review development process is an essential facet of integrated coastal erosion and flood risk management. Creating dialogue with interested parties at an early stage establishes a sense of ownership and a vested interest in the final policies.

By explaining technical and scientific issues, such as coastal evolution and climate change, in a non-technical manner, Stakeholders begin to appreciate the necessity for the Plan Review and the issues involved in creating the final policies. Consequently, Stakeholders understand the importance of supplying any relevant information relating to coastal processes and management issues along the coastline, which all have a bearing on the final policy decisions.

For both the Key Stakeholders and the Elected Members, the inclusivity and transparency throughout the process will raise awareness of the constraints and framework the operating authorities are working within. It will also assist with the understanding of the process and reasons supporting the selection of the preferred policies, which they will ultimately be asked to adopt.

3. Who are the Stakeholders?

Local knowledge will be used to identify people, organisations and groups who are likely to be affected by the Plan's policies. Those interested are likely to include statutory and non-statutory bodies, planning authorities and those representing national and local interests, as well as local business interests, landowners, occupiers and the general public.

In general terms 'Stakeholders' can be divided into four main groups;

- Client Steering Group.
- Elected Members Forum.
- Key Stakeholders.
- Other Stakeholders including the general public.

Each of these groups will be discussed further below. Membership and roles and responsibilities are shown in Table 1, at the end of Section 3.

3.1 Client Steering Group

The Coastal Group agreed by consensus that Caradon District Council would be the Lead Authority promoting the Plan Review, being responsible for the financial management of the project with regard to grant aid submission and administration. The Coastal Group has resolved that the review will be client project managed by the Group's Technical Secretary, Coast and Country Projects Limited.

The Client Steering Group has overall responsibility for the delivery of the Plan Review and will be involved throughout the life cycle of the Plan. As well as initiating the development process and defining the scope and extent of the Plan Review, they will be responsible for managing its development and will oversee Stakeholder engagement and the implementation of the identified policies.

The Client Steering Group has been selected by the Coastal Group and is made up of representatives from the following organisations:

- Unitary & District Councils
- County Councils
- Environment Agency
- Natural England
- National Trust
- English Heritage
- Coast and Country Projects Limited

3.2 Elected Members Forum

The Defra guidance states that "based upon experiences of the three 'pilot' Plan Reviews it is recommended that Elected Members from the operating and planning authorities are involved throughout the Plan Review development process in order to gain 'buy in' to the process and an understanding of the preferred policies, which they will ultimately be asked to adopt".

The involvement of Elected Members in the process of proposal development reflects the 'Cabinet' style approach to decision making operating in many Local Authorities. Politicians will be involved from the beginning, thereby reducing the likelihood that the planning authorities will not approve the policies. They will be involved through this group, building trust and understanding between Elected Members, the Client Steering Group and Key Stakeholders.

Each of the proposed members will be approached and invited to be a representative of the Plan Review and attend Elected Members Forum meetings. At the first meeting a chairperson will be nominated and constitution agreed. The Elected Members will be invited to further meetings during the development process to provide feedback on issues tabled, technical reports and policies proposed. The Elected Members will provide feedback to the authorities they represent on developments made during the Plan Review and any issues arising.

To identify the Elected Members:

- a) Cornwall Council will nominate seven members six of which should relate to the coastlines of the subsumed District and Borough Councils r to represent it on the Elected Members Forum.
- b) The Regional Flood Defence Committee of the Environment Agency will nominate a member to represent it on the Elected Members Forum.
- c) Organisations without Elected Member input, such as Natural England, may volunteer a representative to offer support and information to the Elected Members Forum.
- d) The membership of the Elected Members Forum may co-opt additional Elected Members from time to time by agreement.

3.3 Key Stakeholder Group

The Key Stakeholder Group will act as a focal point for discussion and consultation through the development of the project. The membership of the group should provide representation of the primary interests within the study area, ensuring consideration of all possible issues during the review process. To ascertain a holistic consultation approach, representatives will be invited from a wide range of local, regional and national interest groups.

Inclusion of this group offers a more participatory process. The group will be involved through direct mailing and a range of participatory events outlined in Section 5.

This group will provide direct feedback and information to the Client Steering Group and will increase the level of Stakeholder ownership of the final Plan policies.

Key Stakeholders will be determined via a number of sources and will include statutory organisations, as well as organisations/companies directly affected by coastal defence changes. The initial list of Key Stakeholders will be compiled using existing Stakeholders lists from:

- a) The first generation Shoreline Management Plan
- b) Defra guidance

3.4 Other Stakeholders including the General Public

A large number of individuals and organisations (farmers and landowners for example) are likely to be affected by the decisions of the Plan Review. Many of these 'individuals' or organisations will not be consulted through the groups outlined above; therefore there will be the addition of a group of 'Other Stakeholders'. This group will be contacted directly but will not be involved in the development of the actual Plan Review. They will receive information updates, be invited to attend events and will be consultees on the draft Plan.

This group of Stakeholders are the most diverse and thus the most difficult to locate. In order to create a comprehensive list, the following method will be employed:

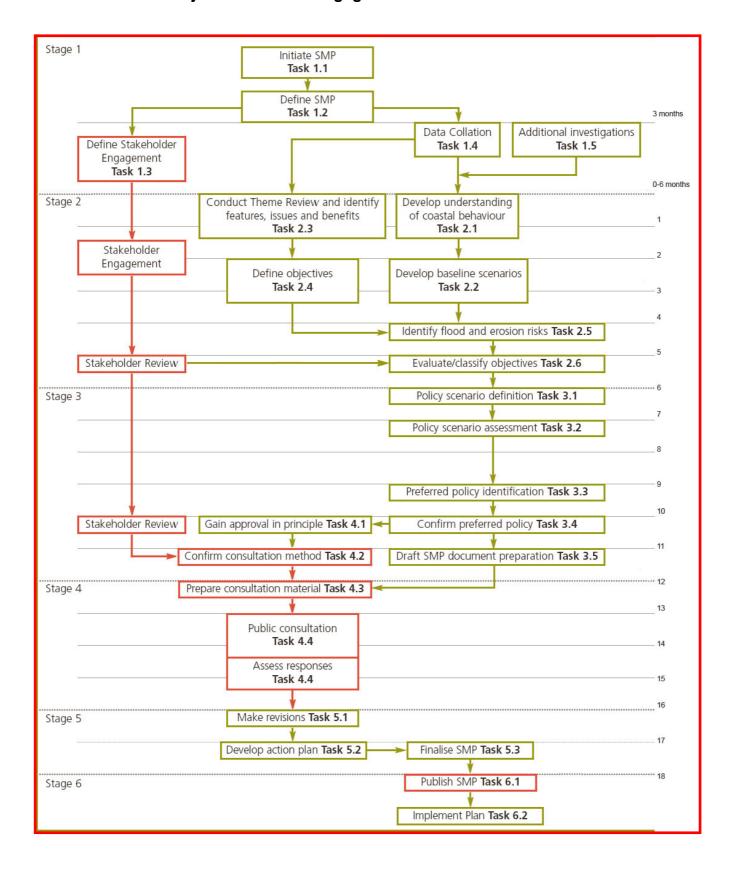
- a) Production of an initial list of 'Other Stakeholders' using published material, the internet and Coastal Groups.
- b) Publicised online registration using the Coastal Group website (www.ciscag.org).
- c) Use of Land Registry data for individual landowners affected.
- d) Press releases.

Table 1: Group Roles and Responsibilities

Group	Membership	Roles & Responsibilities
Client	Cornwall Council	Provides client expertise in determining scope and extent of the Plan Review.
Steering	Environment Agency	Delegates to Environment Agency & CCPL procurement management and admin of any
Group	English Heritage	consultants and contracts.
	Natural England	Maintains liaison with Defra.
	National Trust	Reports back to the Coastal Group and Client organisations.
		Works in partnership with the Plan Review consultant to develop:
		1. overall scope
		2. issues to be dealt with
		3. priority of issues
		4. objectives
		5. draft proposals.
		Provides listing of initial consultees to consultant.
		Directs further consultation, including methods and material to be employed.
		Oversees public consultation exercise.
		To seek ratification of Plan Review policies through the Elected Members Forum.
		To keep members organisations updated.
		To identify key Stakeholders and representatives.
		To convene meetings of the Elected Members Forum and Key Stakeholder Groups.
Elected	Local Authority representatives	Endorse the Plan Review process, including:
Members	Regional Flood Defence Committee	Activities of Client Steering Group.
Forum		Overall scope of Plan Review.
		Stakeholder engagement strategy.
		Key Stakeholder representation.
		Issues to be dealt with by Plan Review.
		Priority of issues.
		Objectives of the Plan Review.
		Draft proposal from the Plan Review consultant.
		Review and/or agree policies to be contained in draft Plan Review.
		Seek ratification of Plan Review policies.

Group	Membership	Roles & Responsibilities
Key Stakeholders Group	Larger organisations that are familiar with the SMP process and were probably involved in the first generation of Plans or significantly affected by the Plan Review decisions For example: English Heritage Natural England National Trust	 Suggests issues and their priorities to be considered within the Plan Review. Meets periodically throughout production of Plan Review. Provides comments on proposals being made by Client Steering Group and the Plan Review
Other Stakeholders	Organisations, businesses and individuals, not represented on the Key Stakeholder Group, who may not be familiar with SMPs but are likely to be affected by Plan Review decisions. For example:	
	Golf clubs Hotels Internal Drainage Boards Conservation groups Tourist organisations Farmers Fisherman's organisations Watersports clubs Caravan parks	

4. Timetable of Major Stakeholder Engagement Events



5. Stakeholder Engagement Methodology and Stakeholder Contribution

The table below summarises some of the main events involved in stakeholder engagement through the development of the Plan Review. Following this table each event is considered in greater detail, referring where relevant to appended documents or other materials.

Table 2: Summary of Stakeholder Engagement Events

Nº	Event	Dates	Rationale	Who	Methodology	Lead/ Responsibility for outputs/ materials
	STAGE 1					
1	Establish Client Steering Group	Spring 2008	To guide Plan Review development and decision making.	CISCAG	Round the table discussions	CCPL
2	Establish Elected Members Forum	June 2009	Inform interested parties that a Plan Review is being prepared on behalf of Defra and relevant operating authorities. Define membership of the Elected Members Forum.	Client Steering Group	Covering letter	CCPL
3	Identify Stakeholders	Autumn 2008	Define memberships of the Key Stakeholder and Other Stakeholder groups.	Client Steering Group	Produce database	CCPL
4	Review issues	Winter 2008/9	Provide more detail of Plan Review process. Explain roles, responsibilities and requirements of Elected Members Forum. Agree Plan Review objectives. Agree Terms of Reference for Elected Members Forum.	Client Steering Group	Presentation Round the table discussions Briefing notes	CCPL
5	Stakeholder Engagement Strategy	Spring 2009	Agree Stakeholder Engagement Strategy.	Client Steering Group	Stakeholder Engagement Strategy document (hard copy and website)	CCPL/HUK
6	Initial Stakeholder Contact	Autumn 2008	Inform interested parties that a Plan Review is being prepared on behalf of Defra and relevant operating authorities. Request information and/or data from interested parties. Gather views on issues relating to the Plan Review coastline. Review issues and features identified.	Client Steering Group	Covering letter Leaflet Questionnaire (hard copy and website)	CCPL
	STAGES 2 & 3		NACITURE C.			

7	Review of Plan objectives	ТВА	Involvement intended both to ensure that the objectives have been correctly interpreted from the issues raised and to facilitate the later understanding and acceptance of management policies upon these objectives.	Client Steering Group Elected Members Forum Key Stakeholder Group	Briefing notes Questionnaire Exhibitions/stake-holder events Round the table discussions	
8	Policy Scenario Development	ТВА	Establish policy scenarios for whole Plan Review shoreline.	Client Steering Group Elected members forum [if extant]	Briefing notes Opportunity Mapping	HUK
9	Planning Officers Meeting	TBA	Development of policies not based solely upon engineering solutions but through control of development via planning process.	Client Steering Group Planning Officers	Briefing note Facilitated workshop(s) Presentation	EA
10	Review of Policy Scenario	ТВА	Review of No Active Intervention scenario. Identify actual and potential areas of agreement / conflict. Establish potential scope for compromise and acceptance of future change.	Elected Members Forum	Presentation Round the table discussions	
11	Examine Preferred Policy Options	ТВА	Discussions on proposed preferred policy options. Elected Members Forum and Key Stakeholder Group invited to take a role in steering policy decisions along the coast. Identify areas of agreement and conflict. Establish potential scope for compromise and acceptance of future change.	Elected Members Forum Key Stakeholder Group	Briefing note Presentation Round the table discussions/stake-holder events	
	STAGE 4					
12	Elected Members Forum examination and approval in principle of Draft Plan Review	ТВА	Raise awareness of draft plan. Provide opportunities for support and objection. Revision of draft subject to comments.	Elected Members Forum	Draft Plan Review document Round the table discussions	

13	Public Consultation on Draft Plan Review	ТВА	Raise awareness of draft plan. Provide Stakeholders with opportunities for support and objection. Resolve differences.	Client Steering Group Elected Members Forum Key Stakeholder Group	Summary leaflet Draft Plan Review document (hard copy and website) Public exhibitions Presentations Facilitated
				Others	workshops
	STAGE 5				
14	Revision of Draft Plan Review	TBA	Collation of Responses. Revision of Draft Plan Review.	Client Steering Group	Revised Draft Plan Review
	Finalise Plan Review - agreement to changes 5.1b		Review output from public examination and agree amendments. Members presented with final plan. Adoption of final plan by each operating authority.	Client Steering Group Elected Members Forum	Meeting Presentations Round the table discussions
16	Feedback to consultees	Winter 2009/10			
	STAGE 6				
17	Dissemination		Make Stakeholders aware of final plan. Submit final adopted plan to Defra for approval.	All	Press Coastal Group Website Leaflet Exhibitions/Present ations

5.1 Stage 1 - Establish Client Steering Group

Refer to Section 3.1.

5.2 Stage 1 - Establish Elected Members Forum

Refer to Section 3.2.

5.3 Stage 1 - Identify Stakeholders

Due to the length of coastline considered within this Plan Review the number of Stakeholders will be high and they will be added throughout the process. An initial baseline list will be produced by the Client Steering Group using the following methods:

- a) Initial identification based on the first generation SMP.
- b) Existing Stakeholder databases provided by Coastal Group members (subject to data protection rules).
- c) Trawl of Internet and other material under the following headings:
 - Educational.
 - Fishing.
 - Heritage.
 - Landscape.
 - Local governance.
 - Maritime Industries.
 - Military.
 - Ports.
 - Recreation.
 - Tourism.
 - Wildlife.
- d) Publicity:
 - Newspaper articles.
 - Press release.
- e) Coastal Group website (www.ciscag.org).
- f) Local Authority newsletters.

The information obtained will be entered into a Microsoft Access database for use throughout the Plan Review process.

5.4 Stage 1 - Review Issues

An initial meeting of the Coastal Group and the Client Steering Group will be called to discuss the processes involved in the Plan Review. During this meeting Terms of Reference for the Elected Members Forum will be discussed and finalised, together with a full explanation of the relationship between the different groups involved in the production of the Plan Review.

Briefing notes and a PowerPoint presentation will be prepared and stored on the Coastal Group website outlining the Plan Review process. For the Elected Members Forum this will provide information to enable them to feedback to their authority.

5.5 Stage 1 - Stakeholder Engagement Strategy

A Stakeholder Engagement Strategy will be prepared, by the project delivery team under the guidance of the Client Steering Group. The Strategy will be considered at the meeting outlined in Section 5.4 and either adopted or amendments made by the Elected Members Forum prior to adoption. The finalised strategy will be published on the Coastal Group website (www.ciscag.org) to ensure transparency in all decision-making and clarity for Stakeholders.

5.6 Stage 1 - Initial Stakeholder Contact

Once the Stakeholders have been identified, packs will be sent out explaining the Plan Review process and enquiring whether they wish to be involved as a registered Stakeholder. The pack will include:

- a) A tailored letter (based on the Defra guidance).
- b) A Stakeholder Questionnaire.
- c) A Cornwall and Isles of Scilly Shoreline Management Plan Leaflet.
- d) An example list of Stakeholders.

5.7 Stages 2 & 3 - Review of Plan objectives

Questionnaires will have been sent out to all prospective Stakeholders. The questionnaire will also be available online for Stakeholders who wish to resister electronically. Issues that are identified in this way will be recorded in the database.

In addition to this a number of public exhibitions/roadshows/events will be held throughout the region. Due to the size of the Plan Review area one event will be held in each area of Cornwall and the Isles of Scilly. The meetings will enable discussion of issues and generation of information exchange. A presentation will be produced together with materials and documentation outlining timetable, current issues and objectives.

All Stakeholders will be invited to attend and the general public will also be informed of the exhibitions through press releases. Additional Stakeholders may be generated.

Although this is a large use of resources the events will ensure that as many issues and objectives as possible are discussed and identified at a relatively early stage in the process. They will also assist greatly with the five guiding principles influencing Stakeholder engagement strategy selection, as laid out by Defra: *Inclusivity, Transparency, Appropriateness, Clarity and Comprehensiveness.*

Throughout this period, meetings of the Client Steering Group will take place. Briefing papers will be produced for Elected Members.

Updates for the internet users will also be posted on the website at appropriate intervals.

Feedback from the stakeholder events will be collated and an abstract posted on the website, hard copies can be provided on request.

5.8 Stages 2 & 3 - Policy Scenario Development

The Client Steering Group will follow the Defra guidance and establish policy scenarios for the coastline covered by the Plan Review. Information gathered from Stakeholders throughout the Plan Review process will be used to develop the scenarios. The identified policy scenarios should be agreed with the Client Steering Group before proceeding to assessment.

5.9 Stages 2 & 3 - Planning Officers Meeting

Planners and those preparing Plan Reviews share the responsibility for safeguarding people and property from risk. Establishing the best options for future shorelines requires an understanding of economic and social objectives and knowing where future development will take place. For this reason, in preparing the Plan Review it is advantageous for the Client Steering Group and planners to work alongside each other from an early stage to ensure co-operation and exchange of dialogue. This will enhance implementation and delivery of the final Plan Review proposals.

Planning officers from each of the operating authorities will be contacted and a meeting/workshop set up, the aim of which, will be to engage the planning fraternity with the development of the Plan Review. It will be made clear that this will be a two way communication with an invitation to the planning officer to present any concerns and advice to the Client Steering Group

A presentation will be included in the meeting/workshop communicating the role of the Plan Review, the need for the review, knowledge gained from the first generation SMP and summarising actions to date. The effects of continuing 'with the present management options' and other appropriate options will be discussed for each section of the coast.

5.10 Stages 2 & 3 - Review of Policy Scenario

This will be achieved through meetings of the Client Steering Group and Elected Members Forum. A presentation of policy scenario development and outcomes will be given and the group as a whole will discuss and review the different scenarios. This will assist in the identification of actual and potential areas of agreement/conflict and following further discussion establish potential scope for compromise and acceptance of future change.

5.11 Stages 2 & 3 - Examine Preferred Policy Options

The Elected Members Forum and selected Key Stakeholder Group members will be invited to take a role in steering policy decisions along the coast. This will identify areas of agreement and conflict and assist in producing final policy options. A number of meetings will be scheduled and presentations will be given on proposed preferred policy options followed by discussion. It is hoped that this will establish potential scope for compromise and acceptance of future change.

5.12 Stages 2 & 3 - Elected Members Forum Examination and Approval in Principle of Draft Plan Review

At this stage it is important to gain a form of agreement from the Local Authorities involved through the Elected Members Forum and Environment Agency Regional Flood Defence Committee. The Elected Members Forum will view and assess the document and the policies as a whole before attending a meeting with the Client Steering Group to discuss, amend if required and approve the document in principle.

5.13 Stages 2 & 3 - Public Examination of Draft Plan Review

The publication of the draft document will be well publicised with clear instructions as to where and when the document can be viewed and how interested parties can respond. Copies of the draft Plan Review will be placed in all operating authority offices and on the Coastal Group website. Response forms will be available for Stakeholder comments or issues, both in hard copy and on the internet. The Stakeholders will be informed of the commencement of the consultation period by letter or e-mail, inviting them to view the documents and attend a series of open days/workshops. In addition to the open days aimed at Stakeholders, a series of public exhibitions will be arranged, for presentations and discussions.

Information collected from both Stakeholders and the wider public will be collated and entered into a database. Concerns and issues will be discussed and deliberated by the Client Steering Group and further communication channels opened with Stakeholders where relevant. At this stage the objective is to resolve as many differences as possible. Objections or suggestions will initially be followed up through negotiation and dialogue. If required, further round the table discussions or facilitated workshops with groups of objectors will be timetabled to attempt to reach agreement. Further methods for achieving this will be examined and decided upon in Stage 5 of the Plan Review. All Stakeholders submitting comments will receive feedback detailing how their comments were processed and the final outcome (see Section 5.16).

5.14 Stage 5 - Revision of Draft Plan Review

Comments and issues received in the consultation on the draft Plan Review will be sorted and entered into a database. The Client Steering Group will then be responsible for reviewing these comments and suggesting a course of action to resolve them. This may involve speaking to the parties involved or inviting other parties into discussions (Methods for resolving issues will be set later in the Plan Review process).

5.15 Stage 5 - Finalise Plan Review

Following Section 5.14 above, there will be a joint meeting with the Client Steering Group and the Elected Members Forum to discuss the issues and the outcomes of any mediation undertaken or supplementary data or advice sought. At this point, amendments will be agreed and changes will be

finalised. Once this has been achieved the final plan will be adopted by each of the operating authorities.

5.16 Stage 5 - Feedback to Consultees

Consultees will receive written feedback stating the outcome of any discussions and measures taken to resolve issues stated. A standard format will be produced in order to achieve this.

5.17 Stage 6 - Dissemination

The provision of material and the launch of the Plan Review should be considered carefully at an early stage. The aim of this stage is two-fold;

a) To make the Plan Review accessible

The 'Final Form' document outlines the possibilities for the format of the final Plan Review and its associated benefits and issues. The Final Form document recommends that the Plan Review is made available on the Coastal Group website, whether this be through portable document format (pdf) or a more interactive approach.

b) Publicise the Plan Review completion

Due to the wide area covered by the Plan Review a press release should be arranged to coincide with the official adoption of the plan in each authority area. A leaflet detailing where the Plan Review can be viewed, together with some of the main policy information, will be produced and widely circulated. In addition a (non-technical) summary document directing Stakeholders and the wider public towards the web site for further information should be produced.

In order to complement tasks outlined in Section 5.9, a presentation and associated material directed towards planning officers should be considered. The Elected Members Forum could be engaged directly within this task.

To widen the breadth of the document and to sustain interest, thought should be given to providing supplementary information including case studies for the education sector, which would encourage interest and promote understanding of coastal engineering issues within the region. This could be achieved through the website and Local Authority school contacts.

7. Format of outputs to ensure stakeholder engagement

Hard copy outputs

SMP guidance for outputs - appendices

Digital outputs

Mapinfo compatible

ArcView

PDF - PDF (interactive) viewer

SMP guidance for outputs - appendices

Presentations

Powerpoint – standard C&loS template eg Caradon / HUK / CCPL, SMP bespoke etc?

Review / agreement protocol

8. Event arrangement protocol

Elected Members Forum

Key Stakeholders

Other Stakeholders