



DUMFRIES AND GALLOWAY SHORELINE MANAGEMENT PLAN

Engagement Plan

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Dumfries and Galloway SMP
Engagement Plan
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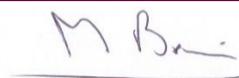
REPORT

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INTRODUCTION

The Dumfries and Galloway Shoreline Management Plan Study (SMP) aims to provide guidance to operating authorities and regulatory bodies as to future sustainable flood and coastal erosion risk management along the Dumfries and Galloway coastline; essentially providing an agreed high level approach, intent and framework for management. In addition, the SMP aims to provide guidance to planners, individuals and organisations with interests in the coast; setting out an understanding of coastal behaviour, the pressures, constraints and opportunities for sustainable use of the coastal zone to facilitate and guide others in developing their own plans.

This is the Engagement Plan for the Dumfries and Galloway SMP. It is a high-level plan, and therefore aims to be an over-arching resource for all communication and consultation activities as they progress and develop. The specifics of communication activities relating to the SMP will be determined in supporting detailed implementation programmes and event plans; however this document will guide the process, ensuring that consultation and engagement is proactive, accessible, meaningful, accountable and therefore effective.

1.1 Principles of Consultation and Communication

The over-riding principles that apply to all communications activity are to ensure that all communication and consultation activities are proactive, accessible, meaningful, and accountable in order to ensure their effectiveness.

1. **Proactive** – All communication activities will be approached proactively. In advance of each phase, key objectives will be set, target audiences identified and appropriate communications tools determined. Implementation programmes will be developed and implemented. Priority will be given to making direct contact with stakeholders.
2. **Accessible** – This relates to accessible venues for events, appropriate language or print material, but it is also more fundamental than that. It is essential that stakeholders are made aware of the opportunity to engage with the project and have an opportunity to impact the decision-making process at the most appropriate times in the project. All material published about the project for the general public will be written in a clear and concise manner and, while not losing important detail, will not overly rely on technical terms to explain the project.
3. **Meaningful** – For each stage of the project where there is an opportunity to consult with stakeholders, objectives will be developed to define the scope of influence. There will be aspects of the project that stakeholders can feed into and the nature and extent of that scope will be clearly defined. Stakeholder input will be welcome at all times. However, there needs to be clarity so that stakeholders' expectations of the process are not unrealistic.
4. **Accountable** – More than anything, the process needs to be accountable. This requires that detailed records are kept of all issues raised by stakeholders, there is a process in place that ensures those

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issues are appreciated by the technical team, and there is a documented response to stakeholder issues, demonstrating how feedback has / has not been absorbed by the project team in the process of undertaking the SMP.

Using these objectives as guiding principles will ensure that the public engagement process will build a platform for the public to understand the importance of the project and allow them to take ownership of the chosen solution(s).

This over-arching Plan will ensure that there is an appropriate flow of information to all stakeholders, the general public, and all relevant authorities. The plan will endeavour to keep the channels of communication open between the project team and its stakeholders. There will be a high level of respect towards stakeholders, and a willingness to gain an understanding of the needs and issues of all stakeholders.

The Engagement Plan set out the planned engagement with wider audiences through the many information channels now available as well as through direct stakeholder engagement. New and traditional media are vital conduits for communicating with, and influencing opinion among, the wider public, decision-makers, strategic stakeholders, as well as those affected locally.

The Engagement Plan for the Dumfries and Galloway SMP need to be fluid and flexible so that they can be tailored to respond to developments and stakeholder needs, as required.

2 STAKEHOLDER MAPPING

2.1 Stakeholder Group

It is very important that all relevant stakeholders are identified at the outset of the project. Stakeholder mapping allows the relevant organisations and individuals to be identified and targeted with specific information about the project at the appropriate juncture(s) and to be invited to take part in the various consultation exercises that will be rolled out over the lifetime of the project. Stakeholder mapping is an ongoing activity which must be regularly reviewed to ensure that the stakeholders remain up-to-date and relevant. Stakeholder mapping activities for this study include:

- an initial stakeholder mapping exercise; and
- ongoing stakeholder mapping activities.

The initial stakeholder mapping exercise was completed by Dumfries and Galloway Council and Jacobs in the Scoping Study for the project, and included compilation of a list of all potentially relevant stakeholders, such as:

- Environmental Authorities;
- Primary Stakeholders:
 - Government departments;
 - Community councils.
- Secondary Stakeholders:
 - National agencies and bodies;
 - Regional authorities;
 - Development boards;
 - Industry and representative bodies;
 - Non-governmental organisations;
 - Research projects.

Stakeholder details have been compiled into a stakeholder register. The stakeholders included in the stakeholder register constitute the Stakeholder Group.

The stakeholder register is included in **Appendix A**. This is a live appendix which will be further updated as further stakeholders are identified.

The Stakeholder Group will initially be contacted by the communications coordinator and will either be emailed an 'introductory pack' relevant to the Dumfries and Galloway SMP or advised where they may access this

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information. This will introduce the project and provide information on project activities, consultation activities and the mechanisms set up for stakeholders to engage with the study.

Ongoing stakeholder mapping activities will ensure that the stakeholder register remains up-to-date and relevant.

2.2 Other Stakeholders

Additional interested parties, outside of the Stakeholder Group, are also being identified and these include:

- The general public living within the vicinity of the Dumfries and Galloway coast;
- Local groups;
- MPs;
- MSPs;
- Local Elected Members.

These groups and individuals will also be contacted by the communications coordinator and will be invited to attend public open days and to use the various mechanisms established to engage with the study.

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3 STAKEHOLDER GROUPS TERMS OF REFERENCE

3.1 Composition of the Stakeholder Groups

The various Stakeholders Groups will be chaired by RPS on behalf of Dumfries and Galloway Council.

The members of the Stakeholders Groups shall include representatives of a number of Environmental Authorities, Local Authorities, statutory and non-statutory public bodies, and local organisations within (in part or in whole) Dumfries and Galloway that might have an interest in, or be affected by the flood risk, erosion risk and future management of the shoreline (and the decisions made towards the development of the Plan).

RPS and Dumfries and Galloway Council may invite persons from other organisations to become permanent members of the Stakeholders Groups. Ad-hoc attendees may be invited to attend certain Stakeholders' Workshops for the purpose of presentation or discussion of specific issues.

3.2 Objectives and Scopes

The Stakeholders Groups are being established to support the Dumfries and Galloway SMP.

The objectives of the Stakeholders Groups are to:

- support the consultation and engagement activities of the Dumfries and Galloway SMP team, and
- promote regular communication and understanding between members of the Stakeholders Groups and the Dumfries and Galloway SMP team; and,
- provide a forum for members of the Stakeholders Groups to voice their opinion, and provide input and local knowledge on the outputs of the Dumfries and Galloway SMP.

3.3 Terms of Reference

The Stakeholders Groups will:

- Attend a number of workshops at various points throughout the project to provide views and feedback on the project, shoreline management and related environmental issues within the Study Area.
- Be presented with regular updates on the Dumfries and Galloway SMP.
- Ensure the communication of information, data, views and opinions from the members of the Stakeholders Groups to the Dumfries and Galloway SMP team.
- Disseminate information and outputs from the Dumfries and Galloway SMP to the members' organisation as appropriate and, as necessary, coordinate reviews of same within their organisation.

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The Terms of Reference may be revised by the Dumfries and Galloway SMP team, subject to the majority agreement of the Dumfries and Galloway SMP Stakeholders Groups.

3.4 Outputs and Reports

The outputs and reports on discussions, decisions or activities (including minutes / summary reports of workshops or other meetings) from the Stakeholders Groups will be disseminated or published as appropriate through the Dumfries and Galloway SMP.

3.5 Meeting Frequency

The proposed meeting programme for the various Stakeholders Groups is provided in Section 5 of this Plan.

4 COMMUNICATIONS PLANNING

Communication planning will be undertaken at various stages throughout the project. Using this high-level Plan for guidance, a detailed implementation programme will identify the messages; audiences; communication tools and key objectives for the project.

4.1 Messaging

Given the complex technical nature of the project, it is important to identify and distil the key project messages. Project messages can cover both general and specific aspects of the project including:

- the need for the project;
- the benefits it will bring;
- confidence in the project team and the high quality of the project; and
- the importance of stakeholder involvement in the process and the ways in which stakeholders and all interested parties can contact the project and engage with the project team.

Given that there are a large number of stakeholders involved in the project, ensuring that messages are consistent is essential. For this reason, 'key messages' will form the basis for all communication material (website updates; presentations; media interviews; displays etc.). The key messages may incorporate Frequently Asked Questions (FAQs) that will assist all team members in their interaction with stakeholders.

4.2 Audience and Tools

Key target audiences will be identified as part of ongoing stakeholder mapping. The most appropriate communication tools will then be matched to stakeholders (See Table 4.1 for a full suite of communication tools). It is envisaged that throughout the lifetime of the project, a range of tools will be used to ensure tailored communications with stakeholders. However, a number of over-riding principles apply as set out in the following sections.

4.2.1 Workshops and Open Days

Great care will be taken in ensuring that the venues for these events are appropriate in terms of access and location. A database of local venues that could possibly be used will be drawn up. Venues for the Client Steering Forum (CSF) and Elected Member Forum (EMF) will have to be central, with wheelchair access and appropriate facilities. For the Key Stakeholders Forum (KSF) and Public Stakeholder Meetings (PSM) venues will be identified within the appropriate region of Dumfries and Galloway and will have wheelchair access and appropriate facilities. Each event will be promoted within the area and identified stakeholders will be encouraged to attend.

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4.2.2 Printed Material

A production guideline will be drawn up for each printed document detailing the purpose, audience and distribution network. All printed material will be made available in on-line format. Text will be appropriate to the audience in terms of technical content and layout (font size etc.).

4.2.3 Media and Public Affairs

A media and public affairs programme will be developed for the Dumfries and Galloway SMP. The purpose of this is to publicise key relevant project findings or to inform stakeholders of consultation opportunities.

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Table 4.1: Suite of Potential Engagement Methods / Tools

Method	Detail	Type	Audience	Use	Advantages	Disadvantage
Newsletters	Provides technical information in a user-friendly manner	Indirect	Depending on circulation, could be entire project catchment.	At key project junctions, to advise of major project updates	Available in hard and soft copy, can be disseminated widely	Does not build personal relationships, may go unseen, is not engagement, just information provision
Information leaflets	Provides technical information in a user-friendly manner	Indirect	Depending on circulation, could be entire project catchment.	At key project junctions, to advise of major project updates	Available in hard and soft copy, can be disseminated widely	Does not build personal relationships, may go unseen, is not engagement, just information provision
Steering Group meetings	Meeting with presentations and discussions on specific topics	Intermediary	All key stakeholders	At key project junctions, to advise of major project updates	Provides a forum for the Steering Group members to voice their opinion, and provide advice, input and local knowledge; Members disseminate information from the study to their organisations and to elected members	Resource intensive, limited consultation value

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Method	Detail	Type	Audience	Use	Advantages	Disadvantage
Stakeholder Workshops	Workshops with stakeholder group	Intermediary	Environmental authorities and stakeholders	At each consultation phase	Provides a forum for stakeholders to voice their opinion and provide input and local knowledge; Builds relationships with stakeholders	Resource-intensive
Conferences and seminars etc.	Dumfries and Galloway SMP representation and involvements at appropriate conferences and seminars	Intermediary	Conference and seminar delegates	As opportunity arises	Allows the project team to focus the key messages and deliver project information to an appropriate audience; Raises awareness.	Does not build relationships, is often not engagement, just information provision
Email Service	Dedicated email address that is managed by the Communications Coordinator	Intermediary	Online, literate audience	Throughout the project lifetime	Allows for resolution of questions, provides ability to send out additional information easily, can be proactive or reactive	Limited to people with internet access, responses may require internal approval, thus slowing down ability to respond and engage, can strengthen, but not build, relationships, must be maintained regularly

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Method	Detail	Type	Audience	Use	Advantages	Disadvantage
FAQs	Short answers to questions raised by stakeholders	Indirect	Depending on circulation, could be entire project catchment	As needed, if stakeholders raise a number of queries that pertain to the wider community	Available in hard and soft copy, can be disseminated widely, allows for quick resolution of questions	If not done promptly and accurately can be a barrier to stakeholders understanding and engaging with the project, does not build personal relationships, is not engagement, just information provision
Feedback Forms	Open-ended document that invites stakeholder feedback	Intermediary	Depending on circulation, could be entire project catchment	At stakeholder workshops and public open days	Can be done online or in hard copy, can give the project team a better understanding of how the wider community views the project	Does not build personal relationships
Information Centres	Public space available to meet with team members or browse project information	Direct	Entire project catchment	Throughout the project lifetime	Puts stakeholders into direct contact with project team if proactively promoted, allows for as little or as much time is needed to engage, builds relationships	Resource-intensive

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Method	Detail	Type	Audience	Use	Advantages	Disadvantage
Market Research (Focus Groups)	A series of small meetings of invited stakeholders to discuss key issues	Direct	Random stakeholders in the catchment area	As appropriate, if the project team is seeking feedback on specific issues	Provides snapshot of public opinion	No substitution for stakeholder engagement, does not build personal relationships
Advertisement	Paid notice in media	Indirect	Entire project catchment	At key project junctions	Disseminates information to the wider public, guarantees coverage as space is purchased, box-ticking exercise	Does not create understanding, does not build personal relationships, may go unseen, is not engagement, just information provision
Chat Rooms	Online panel discussions	Direct	Online, literate audience	As appropriate, if stakeholders raise a number of queries that pertain to the wider community	Puts stakeholders into direct contact with the project team, allows for quick resolution of questions, can be tailored to specific topics or issues	Resource-intensive (once you start you cannot stop), limited to people with internet access, responses may require internal approval, thus slowing down ability to engage in this type of forum

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Method	Detail	Type	Audience	Use	Advantages	Disadvantage
Community Interest Group	An invited panel of stakeholders on a specific topic or topics	Direct	Targeted, key stakeholders who can feed back issues to the wider catchment	As appropriate, prior to key project junctions, if the project team requires specific feedback on key issues and is open to change	Can build consensus on specific aspects of the project, shows commitment to resolving over-arching issues, builds relationships, can resolve contentious issues, strengthen planning application	Resource-intensive, requires commitment
Open Days	Public displays and information materials provided over a short period of time with the project team available	Intermediary	Entire project catchment	At each project phase within each APSR	Builds relationships, can disseminate project information to a large group of people in a short period of time, allows for quick resolution of questions	Resource-intensive, can be a target for protest
Personal Meetings	One-to-one meetings with stakeholder and team member	Direct	Key stakeholders, as defined by themselves or the Project Team	Upon request or by invitation to interested stakeholders	Allows for personal discussion, builds relationships	Resource intensive, responses may require internal approval, thus preventing full dialogue to occur

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Method	Detail	Type	Audience	Use	Advantages	Disadvantage
Phone Line	Dedicated phone number that is operated during office hours by communications coordinator	Direct	Key stakeholders, as defined by themselves or the Project Team	Throughout the project lifetime	Puts stakeholders into direct contact with project team, allows for quick resolution of questions, builds relationships, can be proactive or reactive	Resource intensive, can strengthen, but not build, relationships, must be maintained regularly
Press Release	Statement or article issued to the media	Indirect	Entire project catchment	At key project junctions	Disseminates information to the wider public in an inexpensive manner	Is not stakeholder engagement, can go unseen
Public Affairs	Strategic engagement with elected representatives or community leaders	Direct	Targeted stakeholders	As appropriate, at key project junctions	Helps to disseminate project information through existing channels of communication	Needs to be inclusive, resource-intensive

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Method	Detail	Type	Audience	Use	Advantages	Disadvantage
Public Displays	Information boards in publicly accessible locations	Intermediary	Entire project catchment, but would specifically targeted at recruited stakeholders (i.e. community groups)	At workshops and open days, in public areas	Can provide project information in locations already frequented by stakeholders (e.g. libraries or local authority offices)	If not staffed, does not allow for engagement, just information provision
Posters	Posters in publicly accessible locations	Intermediary	Residents within area of SMP	In public areas within SMP e.g. community notice boards, local post offices	Can provide project information and announce events in locations frequented by target audience	Does not allow for engagement, just information provision; Can go unseen
Public Meeting	Large meeting open to all interested stakeholders	Intermediary	Limited by venue, but open to all interested stakeholders	As appropriate, if the project team needs to give project information out in a large forum and answer questions directly	Can disseminate project information to a large group of people in a short period of time	Significantly resource intensive, can be a target for a protest

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Method	Detail	Type	Audience	Use	Advantages	Disadvantage
Seminars	Small presentations on specific topics, open to invited stakeholders	Direct	Targeted stakeholders	As appropriate, if the project team needs disseminate information to targeted stakeholders	Allows the project team to focus on key messages, delivers project information to a targeted audience	Resource intensive
Small Group Meeting	Face-to-face meeting between stakeholders and team members	Direct	Targeted stakeholders	Upon request or by invitation to a small group of interested stakeholders	Puts stakeholders into direct contact with project team, builds relationships, can be tailored to meet the needs of specific stakeholders or issues	Resource intensive, can be seen to be exclusive
Stakeholder Forum	An invited discussion with key technical teams on both sides of the project	Direct	Targeted technical stakeholders	As appropriate or at critical project junctions or when key issues need to reach a final conclusion	Can provide technical answers to long-standing debates, shows commitment to resolving the over-arching issues	Resource intensive, can be seen to be exclusive

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Method	Detail	Type	Audience	Use	Advantages	Disadvantage
Surveys	A brief questionnaire about key project issues or projections	Indirect	Random stakeholders in the catchment area	As appropriate, prior to key project junctions, if the project team is unsure about the stakeholders' views on specific issues	Can be done online or in hard copy, can give the project team a better understanding of how the wider community views the project	No substitute for stakeholder engagement, does not build relationships
Websites	Online space where all project information is available	Indirect	Online, literate audience	Throughout the project lifetime	Information always available, allows for quick resolution of questions	Limited to people with internet access, does not build relationships, must be maintained on a regular basis, is just information provision, not engagement
Web-based work platform	Online space to store and manage project data and where users can edit data	Indirect	Targeted stakeholders including Progress and Steering Group members	Throughout the project lifetime	Provides controlled and safe access to work-in-progress to a targeted audience	Limited to people with access to the system, does not build relationships, must be maintained on a regular basis, is just information provision, not engagement

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Method	Detail	Type	Audience	Use	Advantages	Disadvantage
Written Letters	Either proactive or reactive correspondence	Intermediary	Targeted stakeholders and interested parties	At key project junctions or in response to incoming letters	Can provide a large amount of information to a targeted audience, can be personalised to answer specific questions, can be proactive or reactive	Responses may require internal approval, thus slowing down ability to respond and engage, can strengthen, but not build, relationships, must be responded to promptly
Presentations	Presentations with details of aspects of the study	Intermediary	Targeted stakeholders and interested parties	At events	Allows the project team to focus the key messages and deliver project information to an appropriate audience; Raises awareness; Can be made available online	Information provision, not necessarily engagement
Summary report	Report relating to consultation activities and events	Intermediary	Targeted stakeholders and interested parties	At the end of key consultation phases	Allows the project team to distil the stakeholder messages and influence the planning processes.	If not done promptly and accurately can be a barrier to stakeholders understanding and engaging with the project

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4.3 Procedures for Communication and Recording Feedback

The collation and processing of feedback from stakeholders and the public will be coordinated by the Dumfries and Galloway SMP communications coordinator (Joanne Murdy). The communication tools which will be employed during the study will outline the mechanisms by which interested parties can contact the Dumfries and Galloway SMP team. These are outlined in Table 4.2.

Table 4.2: Mechanisms for contacting the Dumfries and Galloway SMP Study Team

By post	The communications coordinator's postal address will be provided for communication by post.
By email	A dedicated project email address, smps@dumgal.gov.uk is provided for communication by email and the communications coordinator will receive any emails sent to this address. When the communications coordinator is unavailable, emails sent to the dedicated project email address will be forwarded to Richard Bingham or Dr Malcolm Brian to ensure they are processed.
By phone	The communications coordinator's phone number will be provided for communication by phone.
Via the Dumfries and Galloway Council website	Comments made via the Dumfries and Galloway Council website will be forwarded automatically to the communications coordinator.
Via direct consultation with team members at events or in the field.	The Dumfries and Galloway SMP communications coordinator, as well as various relevant team members, will be on hand at all engagement events.

The procedures for collating, processing and responding to all forms of communications is detailed below. When the communications coordinator is on leave or otherwise unavailable, their duties will be carried out in their absence by another team member.

4.3.1 Data Protection

RPS and Dumfries & Galloway Council are committed to protecting an individual's privacy in accordance with the requirements of the General Data Protection Regulation 2016/679. Consequently only personal information necessary for the completion of the Dumfries & Galloway SMP will be collected and held on record for the duration of this project. Personal data will only be stored and used where the owner of such data has given permission to do so.

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Personal information that we might collect and process, includes names, addresses and contact details (including email addresses and telephone numbers) which will be used to respond to queries, follow up on additional information offered and to keep stakeholders informed of upcoming engagement events.

No stakeholder is under any statutory or contractual obligation to provide personal data to the Dumfries & Galloway SMP team, however if such information is not provided when requested we will not be able to offer the same level of communication as afforded to others who provide the necessary data.

RPS and Dumfries & Galloway Council take the security of personal data seriously and have internal policies and controls in place to try to ensure that personal data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by their employees in the performance of their duties in relation to the Dumfries & Galloway SMP. A copy of the RPS policy will be made available at all engagement events for stakeholders to view.

In line with RPS policy anyone wishing to establish what personal data RPS hold on them can contact dataprotection@rpsgroup.com at any time. We may need to request specific information from you at this time to help confirm your identity and ensure your right to access the information we hold, so that personal information is not disclosed to any person who does not have the right to receive it. You will not have to pay a fee to access your personal information (or to exercise any of your other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, and in exceptional circumstances only, we may refuse to comply with the request in such circumstances.

4.3.2 Communications by Post

Incoming Post

- Most incoming letters will probably be addressed to the communications coordinator.
- Any incoming letters not addressed to the communications coordinator will be forwarded to them along with the accompanying envelope and any enclosed documents etc.
- The communications coordinator will log all letters and attachments in the communications register.
- If a letter does not require a response, the communications coordinator will send an acknowledgment of receipt of the letter to the sender by email if possible or, if not, by post.
- If required, a response will be prepared and sent to the sender by the appropriate team member(s) within 1 week. The response may be by phone, email or post depending on which is most appropriate. The communications coordinator will notify the appropriate team member(s) and will coordinate their response;
 - Political responses and queries in relation to existing and planned schemes will be issued by the Dumfries and Galloway Council;

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- All other responses will be issued by either the communications coordinator, Joanne Murdy or Dr Malcolm Brian.

Outgoing Post

- The communications coordinator will log all outgoing consultation letters and any enclosed documents in the communications register and will scan the signed letters and enclosed documents.

4.3.3 Communications by Email

Incoming Emails

- Most incoming communications emails will probably be sent to the dedicated SMP email.
- Any incoming communications emails not sent to the communications coordinator will be forwarded to them along with any attachments.
- The communications coordinator will log all incoming emails and attachments in the communications register.
- If an email does not require a response, the communications coordinator will send an acknowledgment of receipt of the email to the sender by email.
- If required, a response will be prepared and sent to the sender by the appropriate team member(s) within 1 week. The response may be by phone, email or letter depending on which is most appropriate. The communications coordinator will notify the appropriate team member(s) and will coordinate their response;
 - Political responses and queries in relation to existing and planned schemes will be issued by the Dumfries and Galloway Council;
 - All other responses will be issued by either the communications coordinator, Joanne Murdy or Dr Malcolm Brian.

Outgoing Emails

- The communications coordinator will log all outgoing emails and attachments in the communications register.

4.3.4 Communications by Phone

Incoming Calls

- Most incoming communications related calls will probably be to the communications coordinator.
- Other team members who receive communications calls will complete the Communications Form and forward to the communications coordinator.

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- The communications coordinator will log all incoming calls in the communications register.
- If required, a response will be prepared and sent to the sender by the appropriate team member(s) within 1 week. The response may be by phone, email or letter depending on which is most appropriate. The communications coordinator will notify the appropriate team member(s) and will coordinate their response;
 - Political responses and queries in relation to existing and planned schemes will be issued by the Dumfries and Galloway Council;
 - All other responses will be issued by either the communications coordinator, Joanne Murdy or Dr Malcolm Brian.

Outgoing Calls

- Most outgoing communications related calls will probably be made by the communications coordinator.
- Other team members who make communications related calls will complete the Communications Form and forward to the communications coordinator.
- The communications coordinator will log all relevant outgoing calls in the communications register and will coordinate any follow-up action required.

4.3.5 Communications via Website

- All communications made via the Dumfries and Galloway Council website will be forwarded to the communications coordinator.
- The communications coordinator will log all of these communications in the communications register.
- If the communication does not require a response, the communications coordinator will send an acknowledgment of receipt of the communication to the sender by email.
- If required, a response will be prepared and sent to the sender by the appropriate team member(s) within 1 week. The response may be by phone, email or letter depending on which is most appropriate. The communications coordinator will notify the appropriate team member(s) and will coordinate their response;
 - Political responses and queries in relation to existing and planned schemes will be issued by the Dumfries and Galloway Council;
 - All other responses will be issued by either the communications coordinator, Joanne Murdy or Dr Malcolm Brian.

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4.3.6 Direct Stakeholder Engagement

- Direct stakeholder engagement will occur at stakeholder workshops, public information days, seminars and conferences and may occur when team members are in the field.
- Feedback forms will be developed in advance of workshops and information days.
- When team members encounter interested parties in the field, they will complete a Communications Form and forward to the communications coordinator.
- The communications coordinator will log all off these communication in the communications register.
- If required, a response will be prepared and sent to the stakeholder by the appropriate team member(s) within 1 week. The response may be by phone, email or letter depending on which is most appropriate. The communications coordinator will notify the appropriate team member(s) and will coordinate their response;
 - Political responses and queries in relation to existing and planned schemes will be issued by the Dumfries and Galloway Council;
 - All other responses will be issued by the communications coordinator, Joanne Murdy or Dr Malcolm Brian.

4.3.7 Incorporating Feedback

RPS project team feedback meetings will facilitate integration of the communication aspects and technical aspects of the study and the consequent incorporation of stakeholder submissions and comments into the planning process.

The communications register has been developed so that incoming communications can be categorised several ways including by;

- Category of stakeholder i.e. general public, NGO, local group, state agency or body, government department, local authority, regional authority, development board, representative body, commercial, research project, other;
- Overall subject of the communication i.e. risk mapping, objectives, option development, SMP.

These categorisations will facilitate the recording of feedback, and its incorporation into the planning process, in a structured, consistent and transparent manner.

Feedback reports will be compiled by the communications coordinator. These reports will summarise the feedback from stakeholder and the general public, and outline how this feedback has been incorporated into the planning process.

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5 MEETINGS PROGRAMME

5.1 Client Steering Forum Meetings (CSF)

The Client Steering Forum objectives are to:

- Promote regular communication and understanding between the Client Steering Forum members and the Dumfries and Galloway SMP team;
- Provide a forum for the Client Steering Group members to voice their opinion, and provide advice, input and local knowledge, on the technical and detailed direction and outputs of the Dumfries and Galloway SMP; and,
- Support the activities of the Dumfries and Galloway SMP team.

Table 5.1 provides the envisaged meetings for the Client Steering Forum to review progress and study deliverables.

Table 5.1: Client Steering Forum Meetings

Project Steering Forum Meetings	Target date	Purpose
1 CSF Meeting One	Wed 22/01/2020	Baseline Information Review
2 CSF Meeting Two	May 2020	Policy Options
3 CSF Meeting Three	October 2020	Action Plan
4 CSF Meeting Four	January 2021	Draft SMP

5.2 Elected Members Forum (EMF)

Meeting are to take place with elected members via the EMF to keep them updated of the progress of the SMP. Table 5.2 provides the envisaged meeting dates for the EMF.

Table 5.2: Elected Members Forum Meetings

Elected Members Forum Meetings	Target date	Purpose
1 EMF Meeting One	Wed 22/01/2020	Baseline Information Review
2 EMF Meeting Two	May 2020	Policy Options
3 EMF Meeting Three	October 2020	Action Plan
4 EMF Meeting Four	January 2021	Draft SMP

5.3 Key Stakeholders Forum (KSF)

Key influential stakeholders have been identified and will be engaged with directly through workshops and meetings. This list of key stakeholders may change throughout the course of the study. Table 5.3 provides the envisaged meetings for the KSF.

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Table 5.3: Key Stakeholders Forum Meetings

Key Stakeholders Forum Meetings	Target date	Purpose
1 KSF Meeting One	Wed 5/02/2020 Port Logan Thurs 6/02/2020 Kirkcudbright Tues 11/02/2020 Kirkbean Wed 12/02/2020 Annan	Data Collection / Baseline
2 KSF Meeting Two	May 2020	Policy Options
3 KSF Meeting Three	October 2020	Action Plan
4 KSF Meeting Four	February 2021	Draft SMP

5.4 Public (other) Stakeholder Meetings (PSM)

Other stakeholders and the general public will be engaged to provide information on and to seek views on the SMP. Table 5.4 provides the envisaged meetings for the PSM.

Table 5.4 Public Stakeholder Meetings

Public Stakeholder Meetings	Target date	Purpose
1 Public Stakeholder Meeting One	Wed 5/02/2020 Port Logan Thurs 6/02/2020 Kirkcudbright Tues 11/02/2020 Kirkbean Wed 12/02/2020 Annan	Data Collection / Baseline
2 Public Stakeholder Meeting Two	May 2020	Policy Options
3 Public Stakeholder Meeting Three	October 2020	Action Plan
4 Public Stakeholder Meeting Four	February 2021	Draft SMP

6 INTERNAL PROJECT COMMUNICATIONS

6.1 Internal Project Team

The Dumfries and Galloway SMP project team organisation chart showing communication channels is presented in Figure 6.1. The lines of communication identify Richard Bingham as the consultant's main point of contact and Project Manager.

6.1.1 RPS Internal Project Management Communications

Richard is responsible for the flow of information between all parties including Dumfries and Galloway Council, the RPS project board (Dr Malcolm Brian and Richard Bingham) and the RPS technical team leads and their support staff.

The RPS project board have overall responsibility for delivering a quality-assured Dumfries and Galloway SMP study on time and to budget, part of which is ensuring that communication between the client and within the team is maintained. The board will meet each month to discuss progress on the scheme and this will be complemented by regular discussion between team members as the need arises.

Systems for ensuring effective internal RPS team communications include use of a range of media (telephone communications, email, memoranda, reports, minutes, websites and video conferencing).

The procedures to ensure that team members are kept informed of developments regardless of their location include:

- A project introductory briefing attended by core team members and technical leads as appropriate.
- Regular internal team meetings (attended by management board representatives, core team members, lead technical personnel).
- The use of the web-based platform to facilitate the exchange of data between all parties on the SMP.
- The designated data manager (Richard Bingham) will ensure the correct parties have access to the required documents and datasets.
- The designated communications coordinator (Joanne Murdy) will ensure the correct parties have access to the required communications documents, materials and registers. The procedures for communications registration and management are as set out in Section 3 of this communications plan.
- At a project task level each technical team leader will speak fortnightly with his respective team to ensure the quality of work and that progress, in line with the schedule, is being maintained. Any

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issues or potential delays will be dealt with this at this level if possible or relayed to Malcolm Brian should further direction, or input from the client, be required.

- An RPS project “to-do-list” will be maintained by Malcolm and circulated to appropriate team members throughout the study.
- Contact details for all team members (including client and stakeholders) will be maintained as a live appendix to this communications plan and made available to all team members.

Appendix A

Stakeholder Register - Live

Appendix B

Consultation and Client Contact Information - Live

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Consultant Contact Information: (RPS)

Name	Role	E-mail
Malcolm Brian	Project Director	malcolm.brian@rpsgroup.com
Richard Bingham	Project Manager	richard.bingham@rpsgroup.com
Adrian Bell	Coastal Processes Lead	adrian.bell@rpsgroup.com
Joanne Murdy	Communications Coordinator	Joanne.murdy@rpsgroup.com

Client Contact Information:

Name	Organisation	E-mail
Brian Templeton	DGC	Brian.templeton@dumgal.gov.uk
Michael Smith	DGC	Michael.smith@dumgal.gov.uk
Euan McGillivray	DGC	Euan.McGillivray@dumgal.gov.uk