

# **RAPID Gate Three Strategic Resource Option – Hampshire Water Transfer and Water Recycling Project**

## **Supporting Annex 9: Stakeholder and Customer Engagement**

July 2024

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# 9. Stakeholder and Customer Engagement

## 9.1 Introduction

This Annex gives a further update on the ongoing customer and stakeholder engagement on the Hampshire Water Transfer and Water Recycling Project (HWTWRP) ahead of the Statutory Consultation in summer 2024 and subsequent Development Consent Order (DCO) process.

## 9.2 Engagement Strategy

Southern Water’s (SW) Water Recycling Engagement Strategy has three phases that run across an initial twelve years: **Create** (pre-application process), **Construct** (the HWTWRP construction time), **Deliver** (launch and implementation) (Table 9-1).

Table 9-1 - Timeline and overview of long-term engagement strategy

2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034
<b>DCO pre-application process</b>		<b>DCO examination</b>		<b>Construction</b>							<b>Launch</b>	
Phase 1 - Create				Phase 2 - Construct							Phase 3 - Deliver	

Engagement activities are being developed to proactively respond to the specific needs of each phase.

### 9.2.1 Phase 1 - Create

The ongoing stakeholder engagement for the HWTWRP sits under the **Create** phase which aims to create awareness and foster engagement with customers political and environmental stakeholders (Table 9-2). It is a tactical approach to securing community and stakeholder support for the project across the following objectives:

1. Raise awareness of the requirement to reduce abstractions, of water scarcity and of the impact that climate change and population growth is having in our region;
2. Promote water recycling as a safe and sustainable solution to water scarcity that ensures a reliable water supply for future generations and protects our environment by reducing abstraction;
3. Promote understanding of water recycling (and how its advanced treatment techniques are used around the world) to reassure people that the process is safe and the drinking water produced is wholesome;
4. Address the concerns raised by objectors around options appraisal, timing of applications, carbon/energy use, safety and wholesomeness of recycled water and impact on customers’ bills;
5. Position SW as an industry leader for water recycling in the UK and highlight the important role Portsmouth Water (PW) is playing in the project;
6. Recruit advocates from relevant environmental groups to help promote, support and endorse the plans;
7. Demonstrate a collaborative multi-agency approach to water recycling to build trust in the technique; and
8. Demonstrate the engagement and community outreach undertaken ahead of the next consultation.

Table 9-2 - Phase 1 Create activities, purpose and target audience

Activity	Purpose	Audiences
Water for Life – Hampshire web pages <a href="http://www.southernwater.co.uk/water-for-life-hampshire">www.southernwater.co.uk/water-for-life-hampshire</a>	Acts as a hub of information on water scarcity and the plans to build a more resilient water future for the South East.  This web pages are helping set the scene on why water recycling is being proposed and how it links with our other programmes to help keep rivers and taps flowing. Web pages include: <ul style="list-style-type: none"> <li>• Informative video demonstrating why water is so precious and why the environment in our region is struggling to provide the water needed.</li> <li>• Links to projects under way by SW to address water scarcity including water recycling and our Target 100 water efficiency campaign.</li> </ul>	Customers Stakeholder Media Influencers SW colleagues Landowners

	<ul style="list-style-type: none"> <li>• These pages are being regularly updated as the programme progresses.</li> </ul>	
<p>Water recycling webpage  <a href="http://www.southernwater.co.uk/water-recycling">www.southernwater.co.uk/water-recycling</a></p>	<p>The Water Recycling Web page is a one-stop-shop for all information on water recycling to raise awareness on what the process entails, why it's needed and provide reassurance to the proven technique, safety and quality of the water produced.</p> <p>The page includes:</p> <ul style="list-style-type: none"> <li>• Animated video on water recycling to explain the technique;</li> <li>• Infographic guide on the process that can be downloaded; and</li> <li>• Video of customers sharing their thoughts on water recycling following customer insight research</li> <li>• FAQs</li> </ul> <p>This page is being regularly updated as the programme progresses.</p>	<p>Customers  Stakeholder  Media  Influencers  SW colleagues  Landowners</p>
<p>Water scarcity and water efficiency social media campaign</p>	<p>Launch a social media campaign on water efficiency and the need to reduce the consumption of water. This campaign will help build further understanding of the need for intervention measures like water recycling.</p> <p>This campaign will align with SW's Target 100 project which is educating and incentivising customers to reduce their water use to 100 litres a day. This campaign will include:</p> <ul style="list-style-type: none"> <li>• Regular posts on tips to save water linking back to our Water for Life – Hampshire web pages;</li> <li>• Reminder announcements on the need to be water conscious especially during spells of hot, dry weather; and</li> <li>• Promotion of our Water for Life video and projects under way to address water scarcity.</li> </ul>	<p>Customers  Stakeholder  Media  Influencers  SW colleagues  Landowners</p>
<p>Consultation events</p>	<p>As part of the planning process, a number of Non-Statutory and Statutory Consultations are taking place. The aim of these is to ensure customers and stakeholders can have their say on our proposals and help shape the plans. During these events SW will showcase our proposals for water recycling, explaining why the new approach is needed, its benefits and safety. This activity will include:</p> <ul style="list-style-type: none"> <li>• Media and social media campaign;</li> <li>• Public exhibitions;</li> <li>• Hyper-local publication targeting;</li> <li>• Local authority briefings for members;</li> <li>• Partner communications;</li> <li>• Letters to stakeholders; and</li> <li>• Webinars.</li> <li>• Flyers displayed in key community locations such as libraries, gyms, council buildings etc.</li> </ul>	<p>Customers  Stakeholders  Media</p>
<p>Tours of Budds Farm Wastewater Treatment Works (WTW) tour - Completed</p>	<p>Local press and stakeholders were invited to tour Budds Farm WTW between November 2022 and March 2023. Face to face engagement allowed SW to tangibly demonstrate how water in the area is treated and how SW propose to use this water to be recycled at a new local facility. This activity will help build understanding of the plans and aim to get key audience groups onside early in the process to help SW promote its proposals to the public.</p>	<p>Stakeholders  Media</p>
<p>Thought leadership</p>	<p>Promote SW's water recycling proposals and messaging to industry colleagues to ensure that the knowledge and approach taken is being shared. This will be done by:</p> <ul style="list-style-type: none"> <li>• Securing an opinion piece opportunity in a key trade title and showcase the project team's visit to California to see the technology in action and learn from experts who have been using this technique for years;</li> <li>• Promote water recycling messaging and approach on SW's Twitter and LinkedIn platforms; and</li> <li>• Secure speaker opportunities at key industry events to share the water recycling journey so far.</li> </ul>	<p>Industry colleagues</p>
<p>Media exclusive</p>	<p>To continue raising awareness of SW's proposals, the project team will seek to secure a segment with an influential, local, broadcast</p>	<p>Media  Customers</p>

	outlet, like BBC South East. SW offered an exclusive package including a tour of our Budds Farm WTW and the water recycling pilot and provided an interview with one of SW's senior operatives about our plans.	
Water recycling technical report and films	To support the Non-Statutory Consultation in July 2022 (and future engagement) SW have commissioned a report from the University of Brighton explaining what the water recycling treatment process is and how it works. Statistics and insight from the report will be shared on SW's social channels and website. This will be supported by a film with Ian in his lab explaining the water recycling process in detail. The film will be a key asset to share across our comms channels; and Produced a joint film with PW on drivers for the programme.	Customers Stakeholders
Havant Thicket Reservoir (HTR) e-newsletter	SW will continue to work with PW to share information and updates on our proposals in the HTR e-newsletter which is sent to engaged members of the community.	Customers Stakeholders
Southern Water and Portsmouth Water employee engagement	The project team will continue to engage with colleagues at SW and PW to ensure they are aware of and understand our water recycling programme so they can be ambassadors in the industry and wider community. This will be achieved by providing regular updates on platforms such as Workplace and company intranets to share updates on the programme as it develops.	Customers Colleagues
Public information flyers	To capture customer interest at key locations such as HTR, Budds Farm WTW and any community events SW are attending during the pre-application phase, the project team will create visual postcards on water recycling. These postcards will explain why this technique is being proposed, the process, the safety and quality of the water that is provided and encourage customers to read more on the dedicated webpage.	Customers

## 9.2.2 Phase 2 – Construct

Following DCO application for the HWTWRP, and as construction begins, the project team will increase communications activity to promote the build programme and the project timeline (Table 9-3). This will highlight the partnership working that is being adopted to build trust in the project and implement additional targeted engagement activity to raise awareness of water recycling, its benefits to people and the environment and its wholesomeness as a new source of water supply. This activity aims to:

1. Inform key stakeholders, media and customers and make aware that the programme is under way and the timeline for completion;
2. Improve customer awareness of the impact this programme will have on addressing water scarcity and how it will build a more resilient water future for the county;
3. Greater understanding amongst customers of the sustainability of water recycling and how it will protect Hampshire's sensitive chalk streams; and
4. Improve customer sentiment on water recycling as a drinking water source and build reassurance of its quality.

Table 9-3 - Phase 2 Construct Activities, Purpose and Target Audience

Activity	Purpose	Audience
Hoarding design	Maximise the use of the construction site hoarding to improve the awareness and understanding of water recycling and the benefits of the method, provide the project timeline and link customers to where they can find more information.	Customers Stakeholder Media Influencers
Launch of the build	Promote the start of construction to raise awareness of the programme, what it entails, the purpose and the timeline for delivery. This activity will include: <ul style="list-style-type: none"> <li>• Photo call with key project partners where SW will invite key stakeholders and media to attend. Photos will be promoted via press release, social media and on the WFLH website;</li> <li>• Press release to trade publications to inform the sector of the progress of our programme;</li> </ul>	Customers Stakeholders Media

	<ul style="list-style-type: none"> <li>Public and stakeholder webinars and in person events to be held to give more information on the plans and timeline as well as providing an opportunity to answer questions; and</li> <li>Social media promotion.</li> </ul>	
Partner profiling	<p>To help garner trust and support in the project by customers and stakeholders, awareness and profile of the partners (such as water recycling experts and construction companies) involved in the project will be raised to build reassurance. This will include:</p> <ul style="list-style-type: none"> <li>Video series for our website and social media channels focusing on key people from each partner organisation talking about why they are involved and the benefits of water recycling;</li> <li>Promote any partner organisation case studies where water recycling has been positively adopted; and</li> <li>Engage key partners in all press releases, events and briefings.</li> </ul>	Customers Stakeholders Media
Construction site tours / viewing platform	<p>SW will look to arrange for a viewing platform/temporary building to be established on the site to enable tours with stakeholders, media and customers to be conducted. This will help bring the project to life and act as an educational tool.</p> <p>Time-lapse and drone footage of the construction will also be considered to help demonstrate the pace and scale of development.</p>	Customers Stakeholders Media
Water recycling community van	<p>To maximise reach – the water recycling engagement must be mobile. SW plan to take an educational van to community events, schools and key locations in the community. Doing so will help raise awareness of water recycling and gauge public feedback.</p>	Customers Stakeholders
Local school engagement	<p>SW will engage with local schools and provide lesson materials and workshops about water recycling, aligning it to the curriculum and building awareness of water recycling as a new sustainable source of water.</p>	Customers Stakeholders Media
Programme update activity	<p>Throughout the construction phase SW will continue to promote progress, key milestones or any delays encountered to ensure openness, honesty and ensuring the public remain informed - many of the methods outlined in Phase 1 will be used to do this.</p>	Customers Stakeholders Media
Ongoing social media campaign	<p>Regular heartbeat of informative posts will be published across SW's social media channels on the benefits of water recycling and safety aspects to maintain awareness. Social media will also be used to share progress throughout the construction phase.</p>	Customers Stakeholders

### 9.2.3 Phase 3 – Deliver

This phase will start six to twelve months before completion of the HWTWRP and when water recycling will be “switched on”. SW will raise the profile of the launch and increase the targeted communications to customers to ensure they continue to be aware of, remain informed and are supportive of the programme (Table 9-4). This activity will seek to:

1. Ensure customers continue to support the programme and any ongoing concerns about recycled water being used as drinking water are being actively engaged and supported ;
2. Water recycling is widely viewed as a positive sustainable water source that protects the environment; and the
3. HWTWRP is deemed a success and is used as a positive case study in the industry to help inform other water companies' proposals.

Table 9-4 - Phase 3 Deliver Activities, Purpose and Target Audience

Activity	Purpose	Audience
Warm up letter to customers	<p>Write directly to customers impacted to raise awareness of water recycling and what it means to them. Include infographic flyer on the process and highlight the key benefits and reassurances on wholesomeness. Provide them with a timeline on when the process will be introduced and how we're expecting it to impact their bills. Include a link to our website page for more information about the process.</p> <p>SW will also run some targeted social media posts and adverts to maximise the reach of our messages.</p>	Customers
Water recycling in the community	<p>Building on the work in Phase 2, SW will continue to use the water recycling van to engage out in our communities. SW will set up the van at key events and locations across the county and run a range of interactive activities to get the public involved. One of these activities will be taste tests to see if the public can identify which water is recycled and gauge their thoughts on the taste and characteristics.</p> <p>SW will use the public's engagement with our interactive activity to promote positive feedback on our social media platforms and website to help reassure customers on water recycling. This will be achieved through:</p> <ul style="list-style-type: none"> <li>• Vox pops;</li> <li>• Short films;</li> <li>• Images; and</li> <li>• Quotes.</li> </ul>	Customers Stakeholders Influencers
Targeted social media	During the six months prior to launch, SW will regularly share and promote key messages around water recycling and water scarcity to maintain high awareness and ensure customers remain engaged in our programme. SW will always include link backs to our website for more information.	Customers Stakeholders Influencers
Stakeholder engagement	Ahead of the "switch on" we will invite stakeholders to an exclusive viewing of the WRP where SW will brief them on water recycling, the process the treated wastewater goes through and how this technique is essential for a resilient water future for Hampshire. SW will encourage stakeholders to support our communications activity and promote the launch via their networks.	Stakeholders Customers
Influencer engagement	SW will identify key influencers in Hampshire to help support the water recycling messages. SW will invite them to an exclusive viewing of the new WRP and record the experience. SW will also invite them to do a taste and water characteristic test which they can promote on their channels.	Influencers Customers
Media campaign	SW will run a media campaign just before launch to build awareness and excitement. SW will highlight the significance of the project, including messaging around sustainability and it being pioneering for the country. SW will invite media to the site and organise for content to be captured. This will include:	Media Customers
<b>Launch – "switch on"</b>		
Visitor centre	SW will aim to include a visitor building on site at the WRP to engage community groups and schools in the process as well as stakeholders and industry colleagues. SW will run regular engagement opportunities to showcase water recycling and how it's a sustainable water source option for future generations.	Customers Stakeholders Media Influencers Colleagues
Ongoing communications	SW will regularly share and promote key messages around water recycling and water scarcity across all communications	Customers Stakeholders Media

	platforms, sharing stories about the use of water recycling and benefits it brings to people and the environment.	
Have your say – six months on	SW will host community events and webinars to gauge feedback from customers on their perceptions of recycled water six months on from the technique being introduced. SW will use this to capture insightful feedback that will inform our continuous engagement and future plans for other water recycling projects.	Customers Stakeholders Media

### 9.3 The Audience

The long-term engagement strategy seeks to maximise engagement and encourage feedback from a variety of customer, regulatory and stakeholder views. The project has and continues to engage with:

- Customers local to the HWTWRP and the HTR Project;
- Customers in Hampshire and the Isle of Wight (who would receive recycled water in their supply). Targeted engagement on change to source of water will happen later in the ten-year programme;
- Hard-to-reach and seldom-heard groups;
- Local stakeholders (political, environmental, community);
- Landowners and tenants, resulting in access being secured to 92% (to-date) of the survey area to aid optioneering and refinement of the route corridor;
- Media (regional, national and trade press);
- Regulators (Ofwat, Environment Agency, Drinking Water Inspectorate, Consumer Council for Water); and
- Colleagues (Southern Water and Portsmouth Water).

SW recognise the importance of engaging with a more diverse range of voices, including those often underrepresented or seldom heard. As such, at Non-Statutory Consultation in summer 2022, over 20 local and national, seldom-heard and hard-to-reach groups, including religious groups, disability charities and charities supporting elderly individuals were wrote to directly. For Statutory Consultation in summer 2024, this was extended, increasing the number of groups representative of marginalised communities, minority populations, or vulnerable individuals that are to be written to. This engagement seeks to gain insight into their unique needs, concerns, and perspectives by doing so. This will allow the ongoing engagement on the project to be tailored to suit different audiences. Further detail of how customer engagement is evolving to support seldom heard and hard to reach customers can be found in Section 9.6

### 9.4 Project Milestones

Engagement before, during and on completion of the HWTWRP milestones ensures that the community and stakeholders are kept informed and involved in the project, feedback is solicited and acted upon and demonstrates accountability and transparency. This will contribute to the DCO application being comprehensive, building support for the project and informing the examination process.

Project milestones that require engagement with the community and stakeholders for the "Create" stage fit into four broad categories:

- **Interlinks with PW’s HTR’s (approved plans) and the SRO** (to identify those joint stakeholders being specifically and directly impacted by aligned works, and those sensitive receptors including construction impacts);
- **Project Development** (to identify the proximity of sensitive receptors);
- **Environmental** (to identify the potential significance of the impact on those sensitive receptors that may occur during the construction and operation of the SRO); and
- **Land and Property** (to identify those stakeholders being specifically and directly impacted, with potential for compensation requirement as well as re access for surveys and investigations).

#### 9.4.1 Engagement Channels

A range of engagement channels are required to tailor messages to a broad audience with differing understanding of, and support for, the HWTWRP (Figure 9-1). The messaging addresses the concerns heard through insight.



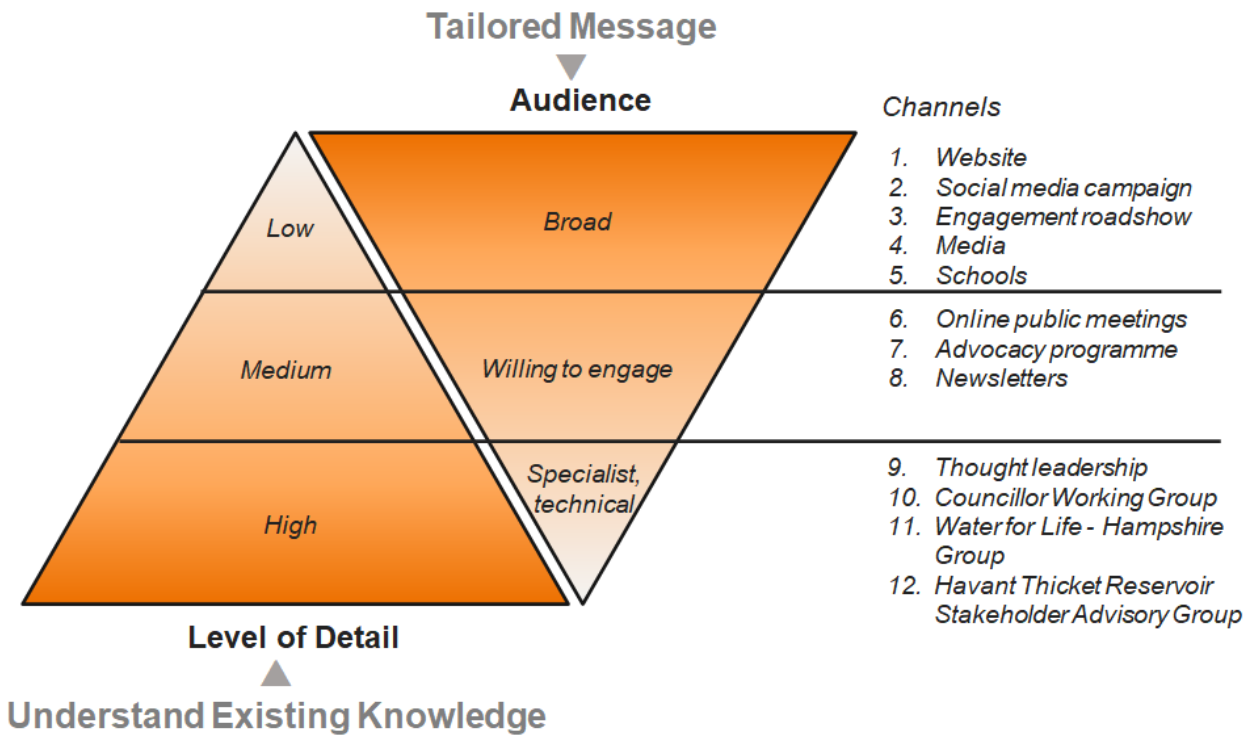


Figure 9-1 - Engagement channels being used for the HWTWRP

## 9.5 Tracking Engagement and Measurement of Sentiment

To ensure the plan is working and making a difference, sentiment and public perception is being measured throughout our engagement activity. These activities include:

- County-wide and localised customer insight (to be delivered by the customer insight team);
- Engagement roadshow;
- Advocacy programme;
- Feedback forms / surveys to record acceptability of local groups/individuals;
- Engagement tracker to record engagement activities; and
- Social listening tools and data, such as media reach and website click throughs.

An example tracking activity includes a research tracker that speaks with 600 customers every 6 weeks. A representative sample of customers from the SW region are spoken to using an independent and accredited research company.

The activity is being tracked against a series of key metrics, which will help baseline for future targets:

- Number of community/school talks given;
- Sentiment tracked against stakeholders (Influence/Interest Matrix updated quarterly);
- Customer support of recycled water as a source of water (via polling);
- Balance of positive/neutral/negative media coverage; and
- Awareness of water scarcity.

## 9.6 Taking Account of Stakeholder Feedback

As part of the RAPID Gate Two decision, representation was received from members of the public and other stakeholders. Feedback on the project has subsequently been gathered during the Non-Statutory Consultation undertaken in the summer 2022 and from stakeholders such as local planning authorities who have been engaged in a range of working groups. Many of the issues raised from the public Non-Statutory Consultation in 2022 were consistent with representation to RAPID in response to Gate Two. In accordance with best practice, namely the Gunning Principles, the product of our engagement and consultation has been integrated conscientiously into the final decision-making processes and fed back into the project's design. Responses from stakeholders are assessed

and evaluated to determine the next steps, for example, wherever possible, avoiding impacts and where these impacts cannot be avoided, seeking to minimise them as far as practicable.

Representation from Gate Two expressed concerns about the impact of the pipeline route on urban spaces and protected sites. The local knowledge gained via consultation and engagement feedback has been incorporated into developing the proposed pipeline route. This feedback has helped refine the design and routing of the pipeline in a way that minimises the impacts of the pipeline construction on land holdings, residential areas, and highways, in addition to considering the environmental, engineering, topographical, construction and cost constraints. A significant factor has been the potential impacts on the South Downs National Park, with the proposed pipeline route now avoiding the park.

Similarly, gaining a better understanding of the local context has helped to reduce the project's visual impact further, as this feedback has, in part, informed the selection of locations for the Above-Ground Plant (AGP), such as pumping stations. Discussions with stakeholders have also fed into decisions on selecting the most suitable construction techniques for different parts of the pipeline route. Less impactful construction techniques have been chosen near sensitive areas such as rivers, as has the selection of tunnelling beneath urban areas to minimise disruption to local roads and traffic wherever possible.

At Gate Two, members of the public raised concerns about the environmental impact of the WRP and pipeline, including the ecological impacts, energy usage, and carbon. The project is undertaking a rigorous assessment of the potential impacts that may arise from the construction and operation of the project as part of the Environmental Impact Assessment (EIA). The preliminary findings from the EIA were presented as part of the Statutory Consultation in the summer of 2024. The findings in the Preliminary Environmental Impact Report (PEIR) presented at the consultation demonstrate that concerns about the project's environmental impacts are being considered and reported on. In conjunction with this, feedback has been incorporated into the ongoing environmental assessments through engagement in the EIA Working Groups. Discussions with regulators, Local Planning Authorities and other statutory bodies have helped inform assessment methodologies and scope, including drawing attention to other consented developments in proximity to the project to ensure potential cumulative impacts are considered and informing the approach to highway access and transport impacts.

Overall, the engagement and consultation with stakeholders at an early stage has helped build dialogue to understand challenges and reduce the risk of issues developing, integral to refining and improving the project's design. This aligns with the DCO process, which is front-loaded with a number of pre-application consultation requirements. The work done to date on consultation and engagement with stakeholders will be further bolstered by the Statutory Consultation that will be undertaken on the project in summer 2024. The consultation will be widely publicised to maximise the number of responses and representation across the project area. A lesson learned from the Non-Statutory Consultation was broadening the direct written publicisation of the Statutory Consultation from a 500m radius from the site boundary to a 1km radius from the site boundary. Similarly, another lesson learned from the Non-Statutory Consultation was changing the written publicisation format from a letter to a more accessible leaflet. To ensure accessibility (including seldom heard and hard-to-reach groups), the consultation documents can be on request, translated, and made available in large print, audio versions, braille, and in a digital data format (e.g., USB) or hard copy. In addition, relevant Statutory Consultees, as specified in Table 9-6 and as listed in "Schedule 1 of The Infrastructure Planning (Applications: Prescribed Forms and Procedure) Regulations 2009)" have been notified of the consultation.

Further details of the work done to account for issues raised at the Non-Statutory Consultation were published and made available at the summer 2024 Statutory Consultation. This document, 'Summer 2022 Consultation, Response to Feedback', outlines how the product of the consultation has been integrated into the final decision-making processes and fed back into the project's design. The same approach will be undertaken following our Statutory Consultation with a summary of responses and how they have been considered submitted as part of the DCO application.

Engagement with the local community around the HTR site on changes to the already-approved reservoir plans has been undertaken with support from PW through its established channels and forums. These include the PW website, social media and customer and stakeholder drop-ins and forums such as the Havant Thicket Reservoir Stakeholder Group, at which SW is an active participant.

## 9.7 Working Groups

A number of working groups and forums have been established in recognition of the importance of proactive engagement and serve as a platform for technical discussions on the project's development and in resolving project level issues. This approach complies with the best practice guidance as outlined in the Planning Inspectorate Advice

Note Eleven: Working with public bodies in the infrastructure planning process<sup>1</sup>. An overview of the engagement activity with key stakeholders has been outlined (Table 9-5) and a programme of this engagement has been developed (Figure 9-2). This should be read in conjunction with Table 9-6 which provides an overview of the Statutory Consultees who have been engaged with on the project as part of the DCO process. Service level agreements have been established with statutory bodies, where necessary, to facilitate collaboration and ensure routine engagement. The working groups have been separated into:

- **Joint Officer Group:** bi-monthly meeting with local authority lead planning officers to facilitate updates on project progress, opportunities to influence project development and resolve key issues;
- **EIA Working Groups:** 12 structured sessions during the pre-application period with prescribed bodies and local authority technical and lead planning officers to facilitate engagement on the EIA process and supporting environmental assessments and outcomes;
- **Local authority bilateral meetings:** ad-hoc one-to-one meetings with local authority lead planning and technical officers to enable focused discussions on project development and localised issues; and
- **EA/NE/MMO Technical Working Group:** monthly meeting with technical and area leads to facilitate engagement on matters specific to these environmental bodies.

Table 9-5 - Overview of stakeholder engagement

Stakeholder	Interests	Engagement Activity
<b>Drinking Water Inspectorate (DWI)</b>	As the regulator for drinking water quality, DWI is interested in ensuring that the project is developed to manage risks to drinking water quality in line with requirements.	Project-specific meetings. These have included a meeting in March 2022 to discuss the engagement requirements for Gate Three and a tour of the water recycling pilot plant in November 2022 to showcase the need for the HWTWRP, the different treatment processes and how the pilot plant is supporting the development of water recycling proposals for Hampshire and the wider Southern Water Region.
<b>Environment Agency (EA)</b>	EA works to create better places for people and wildlife and support sustainable development. Areas of particular interest include: <ul style="list-style-type: none"> <li>• Locations of the water recycling plant and historic uses;</li> <li>• Protection of the groundwater and chalk aquifer;</li> <li>• Potential impacts on environmental designations;</li> <li>• Hydrology Modelling;</li> <li>• Hydrogeology Modelling; and</li> <li>• Nutrient Neutrality.</li> </ul>	From early 2023, in addition to ad-hoc meetings, the EA has attended the monthly Technical Working Group (TWG), where they have reviewed and provided feedback on the project development process and project components that have optionality and worked collaboratively to resolve any identified issues.  Furthermore, the EA have attended the quarterly Environmental Impact Assessment (EIA) Emissions and Transport Working Group and the EIA Biodiversity and Water Working Group. These groups facilitate engagement on the relevant topic areas through the various stages of the EIA process and other supporting assessments required as part of the DCO application. The EIA working groups offer a platform for sharing vital information, including survey protocols, assessment methodologies, impact significance evaluations, potential mitigation measures, and monitoring requirements.
<b>Natural England (NE)</b>	NE is responsible for ensuring the natural environment is protected and improved. It also has a responsibility to help people enjoy, understand and access the natural environment. Areas of particular interest include: <ul style="list-style-type: none"> <li>• Potential impacts on environmental designations;</li> <li>• Construction methodologies at watercourse crossings;</li> <li>• Hydrology Modelling;</li> </ul>	From early 2023, in addition to ad-hoc meetings, NE has attended the monthly TWG, where they have reviewed and provided feedback on the project development process, commented on project components that have optionality and worked collaboratively to resolve any identified issues.  Furthermore, NE has attended the quarterly EIA Historic Environment and Landscape Working Group, the EIA Transport Emissions and EIA

<sup>1</sup> Advice Notes | National Infrastructure Planning

	<ul style="list-style-type: none"> <li>Hydrogeology Modelling; and</li> <li>Nutrient Neutrality.</li> </ul>	Working Group, and the EIA Biodiversity and Water Working Group.
<b>RAPID</b>	RAPID identifies and addresses issues relevant to the development of joint infrastructure projects and analyses the feasibility of nationally strategic supply projects	Quarterly and ad-hoc meetings on specific issues, such as the project's water recycling technology.
<b>Regional Planning Groups</b>	Regional planning groups seek to facilitate a coordinated approach to water resources planning in England that transcends water company boundaries.	Attended a tour of the water recycling pilot plant in November 2022 to showcase the need for the HWTWRP, the different treatment processes and how the pilot plant is supporting the development of water recycling proposals for Hampshire and the wider Southern Water Region.
<b>Historic England (HE)</b>	HE ensures that the historic environment is protected, reconciling this with the economic and social needs and aspirations of those who live and use the area.	Attendance at the quarterly EIA Historic Environment and Landscape Working Group and ad-hoc meetings to discuss the EIA data and assessment approach
<b>Local Authorities</b>	<p>Local authorities are interested in how their local development plans and major infrastructure development projects will be affected by our SRO. They also have an essential role in the Development Consent Order Process, providing the local perspective at the pre-application stage. Areas of particular interest include:</p> <ul style="list-style-type: none"> <li>Potential effects and changes to highways;</li> <li>Coordination with other consented developments;</li> <li>Potential impacts on the community arising from construction; and</li> <li>Water recycling technology.</li> </ul>	<p>Havant Borough Council, Winchester City Council, Fareham Borough Council, Hampshire County Council, South Downs National Park Authority and East Hants District Council attend the bi-monthly Joint Officer Group (JOG). The JOG is the opportunity to keep local authorities informed of project progress, provide opportunities beyond public consultation to help shape the project and collaborate to address key concerns.</p> <p>Local Authorities have also been involved project development workshops. These workshops provide opportunity to discuss and offer feedback on the potential construction methodologies and emerging location of the construction compounds, tunnel shafts and AGP.</p> <p>Furthermore, Local Authorities have met on a one-to-one basis to allow for a more focussed discussion to address localised issues or specific points, for example, through the sharing of the emerging water quality results from the water recycling pilot plant or the emerging mitigation measures being developed as part of the EIA process.</p>
<b>National Farmers Union (NFU)</b>	The NFU is a representative body for agriculture and horticulture in England and Wales, representing more than 46,000 farming and growing businesses. The NFU is interested in the impacts on farm holdings during the project's construction.	Attendance at a tour of the water recycling pilot plant in November 2022 to showcase the need for the HWTWRP, the different treatment processes and how the pilot plant is supporting the development of water recycling proposals for Hampshire and the wider Southern Water Region.

RAPID Gate Three HWTWRP – Supporting Annex 9: Stakeholder and Customer Engagement

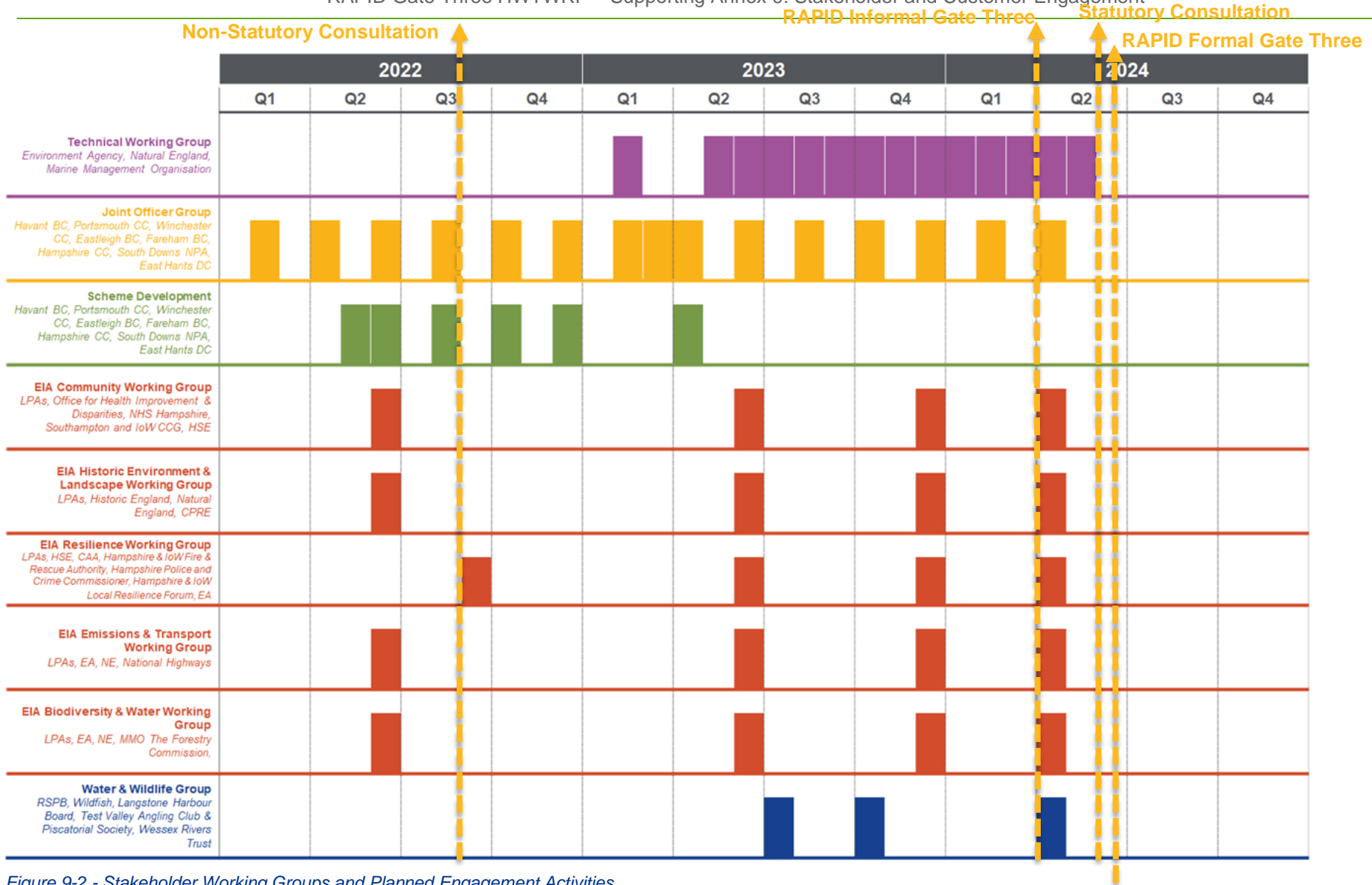


Figure 9-2 - Stakeholder Working Groups and Planned Engagement Activities

## 9.8 Stakeholder Groups

The relevant Statutory Consultees, as listed in "Schedule 1 of The Infrastructure Planning (Applications: Prescribed Forms and Procedure) Regulations 2009", have already been consulted as part of the Non-Statutory Consultation in July 2022 and through ongoing engagement efforts and were notified of the Statutory Consultation in the summer of 2024 (Table 9-6). Some of the key potential users, interest groups and local community groupings who have been engaged with on the project and were contacted as part of the promotion for the Statutory Consultation have been identified (Table 9-7).

Table 9-6 - Statutory consultees identified as part of the Statutory Consultation process

Statutory Consultees	
NHS England	NHS West Hampshire Clinical Commissioning Group
NHS North East Hampshire and Farnham Clinical Commissioning Group	NHS Southampton Clinical Commissioning Group
NHS Fareham and Gosport Clinical Commissioning Group	NHS South Eastern Hampshire Clinical Commissioning Group
Leigh House Hospital NHS Foundation Trust	Solent NHS Trust
Hampshire Hospitals NHS Foundation Trust	Southern Health NHS Foundation Trust
Surrey and Borders Partnership NHS Foundation Trust	University Hospital Southampton NHS Foundation Trust
NHS Hampshire, Southampton and Isle of Wight CCG	NHS Portsmouth Clinical Commissioning Group
Historic England	Natural England
Historic Buildings and Monuments Commission for England	Hampshire and Isle of Wight Fire and Rescue Service
Hampshire Police and Crime Commissioner	Hampshire and Isle of Wight Constabulary
Ministry of Defence	The Environment Agency
Design Council (The Commission for Architecture and the Built Environment merged into the Design Council)	The Equality and Human Rights Commission
Homes England	The Joint Conservation Committee
The DEFRA (took over the work of the Commission for Rural Communities)	The Maritime and Coastguard
The Marine Management Organisation	Civil Aviation Authority
The Secretary of State for Transport	The Department for Transport
National Highways	Hampshire County Council – Highways Authority
Highways England – South East	Transport Focus
The Disabled Persons Transport Advisory Committee	The Coal Authority
The Office for Rail and Road	South Western Railway
Southern Rail	Forst Great Western Railway
Cross Country Trains	OFGEM
Ofwat	Hampshire County Council – Waste and Minerals Department
Canal and River Trust	The British Waterways Board
Trinity House	UK Health Security Agency
Local Resilience Forum – Hampshire and Isle of Wight	National Highways Historical Railways ESTATE
Network Rail Infrastructure Ltd	Southampton International Port
Portsmouth International Port	Red Funnel
Wight Link	Hovertravel
Langstone Harbour Board	Associated British Ports
Association of Inshore Fisheries and Conservation Authority	The Office for Nuclear Regulation (ONR)
South Central Ambulance Service NHS Foundation Trust	NATS En-Route Safeguarding
Southampton International Airport	National Police Air Service
Royal Mail Group	Gas suppliers
The Secretary of State for Energy Security and Net Zero	Southern Inshore Fisheries and Conservation Authority
Electricity suppliers	Telecommunications suppliers
The Food Standards Agency	The Crown Estate

Forestry Commission	The Forestry Commission for London and South East
<b>Local Authorities</b>	
Chichester District Council / Chichester Harbour Conservancy	Hampshire County Council
West Sussex County Council	Surrey County Council
Southampton City Council	Bournemouth, Christchurch and Poole Council
Test Valley Borough Council	Dorset County Council
East Hampshire District Council	Basingstoke and Deane Borough Council
Fareham Borough Council	Havant Borough Council
Winchester City Council	Eastleigh Borough Council
Wiltshire Council	Gosport Borough Council
Wokingham Borough Council	West Berkshire Council
Chichester District Council	Bracknell Forest Borough Council
New Forest District Council	Waverley Borough Council
Isle of Wight Council	
<b>Parish Councils</b>	
Wickham Parish Council	Upham Parish Council
Southwick and Widley Parish Council	Soberton Parish Council
Shedfield Parish Council	Colden Common Parish Council
Bishopstoke Parish Council	Owlesbury Parish Council
Bishops Waltham Parish Council	Otterbourne Parish Council
Fair Oak and Horton Heath Parish Council	Denmead Parish Council
Curridge Parish Council	Rowlands Castle Parish Council
Headbourne Worth Parish Council	Kings Worth Parish Council
Itchen Valley Parish Council	Chilcomb Parish Council
Winchester Town Forum	Whiteley Town Council
Newlands Parish Council	Droxford Parish Council
Horndean Parish Council	Swanmore Parish Council

Table 9-7 - Key potential users, interest groups and local communities identified as part of Statutory Consultation

<b>Potential users, interest groups and local community groups</b>	
Members of Parliament	Government Departments
Local Elected Officials	Large Businesses (over 50 employees)
Small and Medium Enterprises (50 employees or fewer)	Community Groups / Residents' Associations
Educational Establishments	Local Media
NGO's	Rowing clubs
Outdoor / wild swimming clubs	Sailing clubs
Diving clubs	Ramblers / hiking / walking groups
Cycling groups	Running groups
Ornithological Societies	Canoe / Kayak groups
Angling groups	Archaeological groups
Religious groups	