

Evaluation and Feedback

New Barnfield

Before the Event

What went well?

1. Number of volunteers
 - a. Staff from across PPC were engaged and wanted to learn
 - b. Staff were helpful and experienced
2. Good support from NPS
3. Sourced the venue ourselves
4. Press picked up demonstration (admittedly not from our press release but still....)
5. Comms with HAI before event so we knew what to expect in terms of demonstration and prevented hostile situations.

What could have been better?

1. Spokes people – hard to pin down an AMT member or agree a spokesperson
2. Bit last minute in terms of preparation - would have liked to have a week or so before hand so we weren't printing and rushing at last minute
3. Decision document too big to read before hand
4. Staff rotas with specific times could have been sorted earlier
5. Letters to residents printed last minute
 - a. Complaints about number out
 - b. Didn't do enough (although there are limits to how many are realistic)
6. Didn't get much press from our press release
7. Didn't do any internal engagement with staff (who may live in Hatfield)
8. Link in letter didn't work
9. People did not think we advertised it well
10. Forgot to make notices/signs for doors – had to send someone back to office on the day
11. Media training didn't get arranged
12. Could have prepared lines to take for comms people to answer questions such as:
 - ❖ Whats your personal opinion?
 - ❖ Is the EA for or against?
 - ❖ Lines to take?

The Venue

What did we like?

1. Had what you needed - tables, chairs, kitchen etc
2. Good parking
3. Easy access for us
4. Easy access for local people
5. Room layout - tables to view consultation documents
6. Good to have room to sit round table
7. Good to have a sepearate room to put things in and sit around to have dinner

What could have been better?

1. Too cold
 2. Carpark was dark, staff got heckled on way to cars
 3. More diagrams/pictures on teh display rather than just text in the EA briefing notes
 4. Have better flow route - stand about EA at front, then booklets, then incinerator stuff further in.
 5. Should have checked with venue beforehand for catering as we had to by tea and coffee on the day
 6. Keep tables away from display boards so staff don't get surrounded by people, try to keep one to one or one to few
 7. Catering would've been better in the main room so people could help themselves
 8. No lockable room for bags
 9. Rules for Venues – need to create a list of rules that we follow when sourcing and using external venues
 10. Running venue with no reps from the venue is not a good idea - having to lock up self, no security to get rid of people
- ❖ Dogs?
 - ❖ Issues with non-staffed venues (better to have staffed venues)

The Session

What went well?

1. Enough Print outs
2. Listening to more experienced staff to help other staff to learn
3. Allowing /having time to “get comfortable” before having to talk to members of the public
4. Packing up was easy, could walk away
5. Good “tone” from staff, calmed people down, managed difficult situations. See transformation from angry to reasonable.
6. Good job/roles on name badge
7. Good having a mix of technical ability
8. Being able to explain to people, up front, what we do and don't do

What could have been better?

1. Too many sessions/too long – could have just done one day
2. Over staffed Wednesday /not enough Thursday due to demonstration (more people if we know we have a demonstration in future)
3. Demo slowed timing of people coming into the hall
4. Boring or “samey” incinerator pack info – needed to be more engaging, more pictures
5. Evening slots busier, so stay late, but start later
6. Light staffing earlier in day more staff in evening
7. Got a bit ugly when all the demonstration people came in
8. Nice if one AMT could have come!
9. People taking pictures of our staff – should be clear that this is unacceptable
10. better briefing for staff
11. Intimidating for staff, atmosphere when many people gathered around one table or one staff member
12. Hard getting people to leave at 8pm (hard if closing down venue)
13. Two feedback forms confusing, need to differentiate, or group together

Lessons learnt

- ❖ We are the EA, we do pull ups/material in future so people don't just think of us as the organisation that allows incinerators.
- ❖ Strategy for coping in demo... 10 people round tables,, staff outnumbered.
- ❖ WRATE – worth us knowing about in staff briefing so we can tell people it's nothing to do with EA (on our website)

Any other feedback

What could have been better?

1. Drop in session checklist?
2. Time line
3. Didn't need to commit to doing second drop in – in future need to consider what is best for the business in terms of time and resources
4. Clear about what we want people's feedback on