



Engaging with Communities

Construction

Version 2.0

June 2014



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I. Introduction from the Project Director

Engaging with Communities – Construction sets out our ongoing commitment to engage with the people of Scotland throughout the construction phase of the Forth Replacement Crossing (FRC) project, as set out in the Code of Construction Practice (available at the following link: www.transportscotland.gov.uk/system/files/documents/tsc-basic-pages/FRC_CoCP_Rev5_Dec_2010.pdf).

It includes information on how Transport Scotland monitor the works and enforce the Code of Construction Practice, how we engage with the public and how the public can contact us for information and advice.

This booklet was first published in August 2011 (updating the information set out in Engaging with Communities, published September 2008). Given that we are now around halfway through the five-and-a-half-year construction period, this important document has been refreshed to reflect the considerable progress, which I am pleased to highlight as follows:

- Two of the three construction contracts have now been successfully completed; these being the Fife Intelligent Transport System (ITS) contract which became operational in December 2012 and the M9 Junction 1A contract which opened in February 2013
- Work has progressed well on the Principal Contract with the towers emerging from the Forth together with visible progress on the southern approach viaduct and connecting roads
- Traffic calming works on the A904 in Newton and a pedestrian crossing on the B924 in South Queensferry were completed in 2013, both undertaken as commitments from the Forth Crossing Act
- The Contact and Education Centre opened in January 2013, providing a high-quality facility both for people wishing to contact the project team and for educational and technical events and presentations on the project

- During 2013 over 35,000 people voted on the name of the bridge, deciding that it will be named the 'Queensferry Crossing'
- Effective management and efficient delivery of the project has ensured that it remains on track to be delivered in 2016 and as announced by John Swinney MSP, Cabinet Secretary for Finance and Sustainable Growth in September 2013 to a reduced overall budget of £1.4 to £1.45bn, which is £145m lower than the original estimated cost

Looking briefly beyond the construction phase of the project, it is intended that the operational and maintenance aspects of the Queensferry Crossing be managed along with that of the Forth Road Bridge by a single contractor. The tender process for this contract is currently under way. Stakeholder Engagement will remain important in the operation and maintenance of these bridges and is covered in this updated document.

Communication and Engagement continue to be a fundamental part of delivering the Forth Replacement Crossing Project successfully and I hope that we can continue to build on the strong relationships that have been established with the community to date.



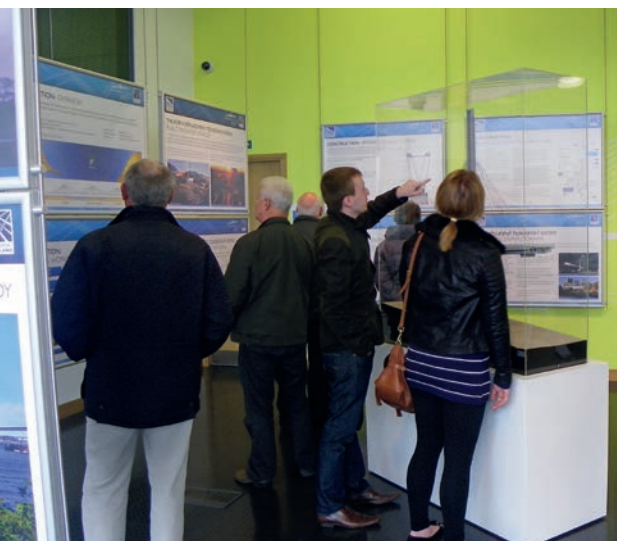
David Climie
FRC Project Director
June 2014

2. How We Are Communicating

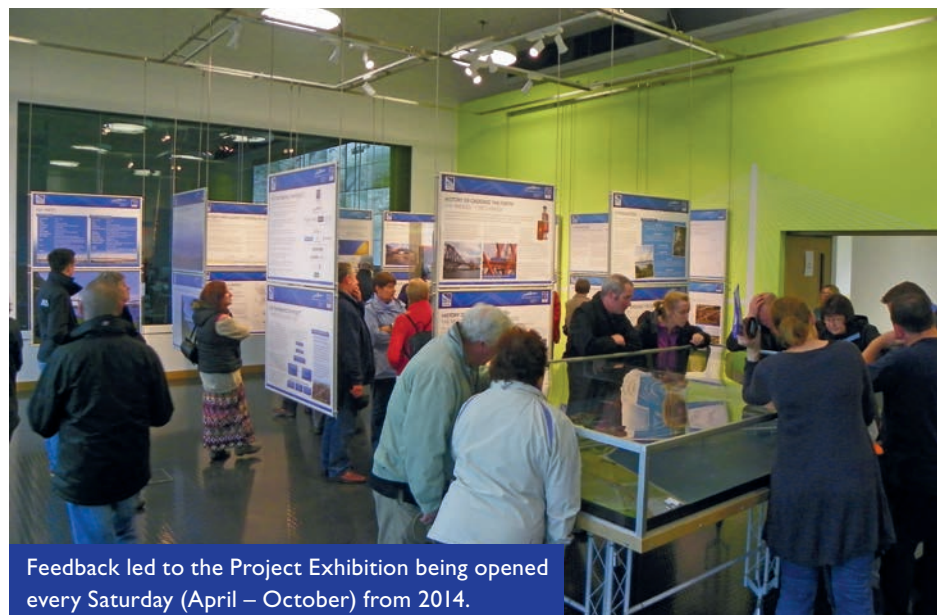
We recognise that engaging with communities affected by the FRC continues to be key to the success of the project.

We have built on the engagement established through the Forth Crossing Bill process and, together with our contractors, use a range of communication methods including:

- **Project Update Newsletters** – produced on a quarterly basis
- **Dedicated Email Address** – enquiries@forthreplacementcrossing.info
- **24-hour Project Hotline** – 0800 078 6910
- **Community Liaison Team** – staffed by the contractor to handle all public enquiries relating to construction
- **Community Forum Meetings** – held on at least a quarterly basis
- **Contact and Education Centre** – a purpose built facility in South Queensferry which is home to the community liaison team and open to support direct public/stakeholder contact, meetings, visits, and for educational purposes
- **Mail Drop Notifications** – to nearby residents and businesses in advance of the start of any work
- **Noticeboards** – situated at various locations within the vicinity of the project which are kept updated with project and programme information
- **Press Releases** – issued as necessary to inform of key milestones, traffic management phasing, etc.
- **Project Website** – regularly updated to include all published project documents, including 3-month look ahead work programmes
- **Project Exhibition** – held within the Contact and Education Centre to provide an overview of the project throughout its various stages of development and construction
- **Public and Stakeholder Project Update Meetings** – held at key stages of the project



The Project Exhibition was originally opened for regular Open Days which proved very popular with the public.



Feedback led to the Project Exhibition being opened every Saturday (April – October) from 2014.

3. Background

The Forth Replacement Crossing (FRC) is a major infrastructure project for Scotland, designed to safeguard a vital connection in the country's transport network.

Despite significant investment and maintenance over its lifetime, the Forth Road Bridge is showing signs of deterioration and is not suitable as the long-term main crossing of the Firth of Forth. Weight restrictions prohibiting heavy goods vehicles on the bridge may be required within the next decade, followed by restrictions on other vehicles.

The FRC is designed to safeguard this vital cross-Forth connection in Scotland's transport network and will replace the current Forth Road Bridge as the main crossing for all general cross-Forth traffic.

The FRC Study was undertaken during 2006 and 2007 to identify the most favourable option for a replacement crossing. Sixty-five options and five potential crossing corridors were identified and appraised for suitability according to a range of factors.

Following this study, the Scottish Government determined that the FRC would be a cable stayed bridge to the west of the existing Forth Road Bridge.

During 2008, Transport Scotland carried out further work to develop the crossing strategy and concluded that the existing Forth Road Bridge could be retained as a dedicated public transport corridor, with the replacement crossing carrying all other traffic.

In November 2009, Scottish Ministers introduced the Forth Crossing Bill to the Scottish Parliament. The Bill contained the Scottish Government's proposals for the FRC and was approved by MSPs on 15 December 2010. Royal Assent was received on 20 January 2011, with the Forth Crossing Act coming into force on 18 March 2011.

On 21 March 2011, a preferred bidder to build the bridge and connecting roads elements of the FRC was announced. The Forth Crossing Bridge Constructors (FCBC) consortium, comprising Dragados, Hochtief, American Bridge International and Morrison Construction, was chosen ahead of



Queensferry Junction under construction, June 2014.

Forthspan, the other consortium bidding for the contract, following an 18-month competitive tendering process. Both bids were found to be valid and of a high standard following a rigorous assessment of technical, quality and cost aspects.

The Principal Contract was formally awarded to FCBC on 18 April 2011. This was followed in June 2011 when the Fife ITS Contract was awarded to John Graham (Dromore) Ltd and in July 2011 when the contract to upgrade Junction 1A of the M9 was awarded to Sisk Roadbridge Civil Engineering Ltd. Fife ITS became fully operational in December 2012 and M9 Junction 1A was fully opened in February 2013.

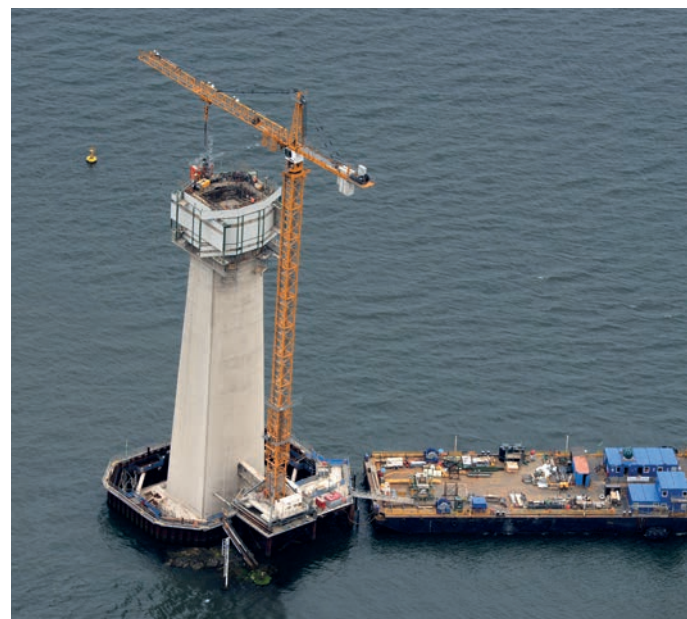
The FRC project remains on track to be completed in 2016. John Swinney MSP, Cabinet Secretary for Finance and Sustainable Growth announced in September 2013 a new reduced budget range of £1.4 billion to £1.45 billion, meaning that £145 million worth of savings have been identified on the project since construction started in June 2011.



The popular 'Name the Bridge' competition involved more than 7,600 separate public nominations and over 35,000 public votes.



Queensferry Crossing and south approach roads under construction, June 2014.



Centre Tower under construction, June 2014.

4. The Forth Replacement Crossing Project

The FRC is the largest transport infrastructure project in Scotland for a generation, designed to safeguard an essential link in the country's transport network. Identified as a national priority, the scheme will protect and enhance the economies of Fife, Edinburgh and the east of Scotland, creating new opportunities for sustainable economic growth.

The project has been progressed as three separate contracts:

- **Fife Intelligent Transport System (ITS) Contract** – installation of ITS gantries on the M90 between Admiralty Junction and Halbeath Interchange and southbound bus hardshoulder running capability. This **Contract has now completed** – the bus lane and ITS became operational on 4 December 2012
- The **M9 Junction 1A Contract** – for improvements to the M9 junction with the M9 Spur and widening of the M9 towards Newbridge, including southbound bus hardshoulder running capability. This **Contract has now completed** with the junction fully opened to traffic on 1 February 2013 (two months ahead of schedule)
- The **Principal Contract** – for the Queensferry Crossing and approach road construction from the M90 Admiralty Junction to the M9 Spur/A90 Scotstoun Junction



M9 Junction 1A provides new connections to and from the west.



Fife ITS gantry.



Principal Contract (north approach road) under construction, April 2014.

Each of these contracts form elements of a 22 km long Intelligent Transport System (ITS) which, via variable message signs and lane controls placed on overhead road gantries, will be able to manage traffic by varying the speed limit and informing drivers of prevailing road conditions. The system also facilitates use of the hardshoulder for buses.

5. The Principles We Follow

National Standards for Community Engagement

We have adopted the National Standards for Community Engagement on the FRC Project. The National Standards are aimed at ensuring communities and affected individuals have their voices heard in the planning and delivery of services.

The standards were launched in May 2005 and have been widely adopted in Community Planning Partnerships and in other areas of government since their original endorsement by the Convention of Scottish Local Authorities (COSLA), Scottish Council for Voluntary Organisations (SCVO), Association of Chief Police Officers, Scottish Health Council and the Poverty Alliance.

They have been recommended by Audit Scotland as good practice and their impact was the subject of a positive evaluation in 2008.

The standards set out best practice principles for the way that government agencies, councils, health boards, police and other public bodies engage with communities. They are not compulsory, but they are good practice and can help deliver the outcomes we wish to achieve.

The standards we follow:

- **Involvement:** we identify and involve the people and organisations who have an interest in the focus of the engagement
- **Support:** we identify and overcome any barriers to involvement
- **Planning:** we gather evidence of the needs and available resources and use this evidence to agree the purpose, scope and timescale of the engagement and the actions to be taken
- **Methods:** we agree and use methods of engagement that are fit for purpose
- **Working together:** we agree and use clear procedures that enable the participants to work with one another effectively and efficiently
- **Sharing information:** we ensure that necessary information is communicated between the participants

- **Working with others:** we work effectively with others with an interest in the engagement
- **Improvement:** we develop actively the skills, knowledge and confidence of all the participants
- **Feedback:** we feed back the results of the engagement to the wider community and agencies affected
- **Monitoring and evaluation:** we monitor and evaluate whether the engagement achieves its purposes and meets the national standards for community engagement

More information on the National Standards for Community Engagement can be found at: www.scotland.gov.uk/topics/people/engage/nationalstandards



Positive community engagement led to reconstruction and improvement of **Society Road** some three years earlier than planned. Further engagement has resulted in a commitment to extend the new footpath to **Linn Mill**.

6. Key Documents

The Forth Crossing Act 2011

The Forth Crossing Act 2011 gives the Scottish Ministers the necessary powers to build the FRC. The Act includes the commitment that Ministers must do everything which is reasonably practicable to ensure that the local authorities, community councils, councillors and MSPs in the area of the FRC works are kept informed of the progress and local implications of the works.

The Forth Crossing Act 2011 can be found at: www.legislation.gov.uk/asp/2011/2/enacted

Code of Construction Practice (CoCP)

A Code of Construction Practice has been prepared which:

- sets out the actions the Contractors are required to take during the construction phase of the project to minimise environmental and other impacts
- defines the minimum standards of construction practice required of the Contractors
- defines how those affected will be informed, engaged and consulted on potential impacts, any planned mitigation and the timetable for the construction works

The actions and standards include arrangements for the management, design and construction of the FRC to control the impacts of the works on the natural environment, local residents, businesses and the public in the vicinity of the construction works. In addition to those that will be affected by construction of the project, the CoCP also explains how the public and other stakeholders will be consulted during construction of the FRC.

The CoCP is included within the contract documents for the construction of the project. The Contractors have a contractual obligation to comply with the requirements set out in the CoCP.

Scottish Ministers have a duty to do everything which is reasonably practicable to ensure that the FRC Project is constructed in accordance with the CoCP.

The current version (Revision 5) of the CoCP was produced following the passing of the Forth Crossing Act in December 2010. This can be found at: www.transportscotland.gov.uk/system/files/documents/tsc-basic-pages/FRC_CoCP_Rev5_Dec_2010.pdf

Copies of the CoCP are also available from the FRC Contact and Education Centre.



Park Lea – following local consultation, provision of screening and extensive planting to minimise impacts.



Environmental Statement

The Environmental Statement provides detailed information about the likely main environmental effects including the following:

- a description of the proposed scheme, including details of the site and the road design, land use requirements during construction and operation, and an estimate by type and quantity of any emissions arising from the development
- an outline of the main alternatives and the main reasons for the choice of the preferred scheme, taking into account environmental effects
- a description of the aspects of the environment likely to be significantly affected by the proposed scheme
- a description of the likely significant effects of the proposed scheme on the environment and a description of the forecasting methods used to assess the effects on the environment
- a description of the measures envisaged to prevent, reduce and where possible offset any significant adverse effects on the environment

- an indication of any difficulties encountered in compiling the required information
- a non-technical summary of the above information

The Environmental Statement can be found at:
www.transportscotland.gov.uk/report/j11223-000.htm

Copies of this Environmental Statement are made available for inspection during normal office hours at:

FRC Contact and Education Centre
Adjacent to Forth Road Bridge Administration Building
South Queensferry
Edinburgh
Scotland
EH30 9SF

A bound paper copy of the Environmental Statement may be purchased at a cost of £500, and is also available in DVD format at a cost of £10 by writing to Transport Scotland.

Commitments and Undertakings Register

The Commitments and Undertakings Register lists commitments made to stakeholders during consideration of the Forth Crossing Bill. This can be found within the Forth Crossing Bill supporting documents section of the project website: www.transportscotland.gov.uk/road/forth-replacement-crossing/forth-crossing-bill-supporting-documents.

The progress against the Commitments and Undertakings is recorded and updated within the FRC construction plans section of the project website as the project progresses: www.transportscotland.gov.uk/road/forth-replacement-crossing/frc-construction-plans Many of the commitments given relate to engagement with communities and affected parties and reinforce the provisions in the CoCP.

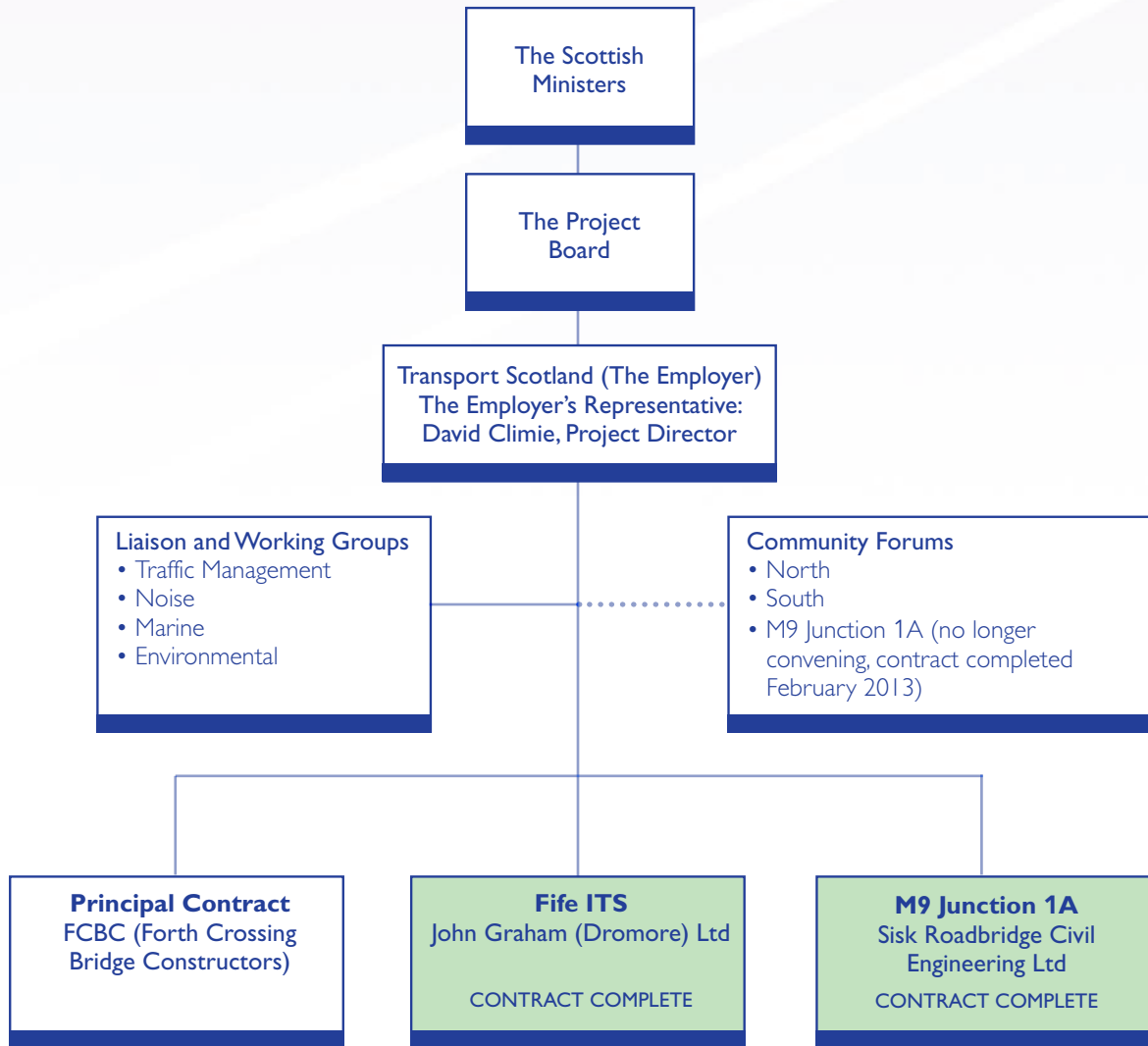


North Tower – placing reinforcement steel, February 2014.

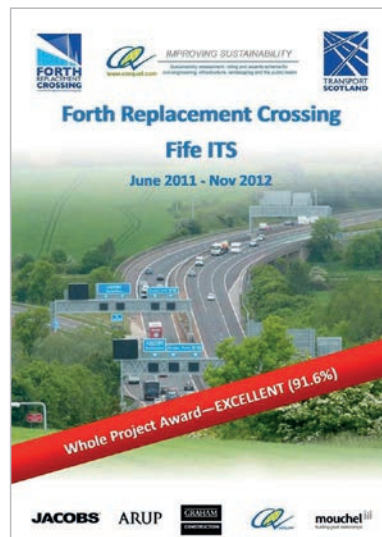


South Approach Viaduct assembly area, February 2014.

7. Project Structure



Fife ITS and **M9 Junction 1A** – both projects were awarded excellent Civil Engineering Environment Quality Assessment and Award Scheme (CEEQUAL) awards.



8. The Employer's Representative

This position is held by the FRC Project Director, David Climie, as head of Transport Scotland Employer's Delivery Team.

The Employer's Representative acts on behalf of the Scottish Ministers to ensure that the design and construction of the project undertaken by the Contractors complies with the Forth Crossing Act 2011, Environmental Statement, Code of Construction Practice and construction contracts. The Employer's Representative has the powers and ability to enforce the contracts and ensure the contractors comply with their obligations.

The Employer's Representative directs a site-based team (the Employer's Delivery Team) who support the administration of the construction contracts. Their role includes reviewing the contractors' construction design submissions and construction plans and documents such as method statements and management plans.

They also facilitate the Contractors' consultations and engagement with communities, stakeholders and

working groups as necessary. This assists the Employer's Representative in providing oversight of the construction works and ensuring that the Contractors comply with the Code of Construction Practice, Environmental Statement and construction contracts.

The Employer's Representative reviews enquiries and complaints regularly to ensure the adequacy, efficiency and effectiveness of the enquiries and complaints system, including the measures being taken to respond to any enquiries or complaints.

Complaints regarding noise, vibration, dust, air pollution, traffic management, etc. and actions taken to resolve any complaints are reviewed by the appropriate working group as set out in Section 1.11 of the Code of Construction Practice. Minutes and Agendas of working groups, as well as monitoring records are published on the project website on an ongoing basis.

The Employer's Representative can be contacted through the FRC project team at frcenquiries@transportscotland.gsi.gov.uk

9. The Project Board

The Chief Executive of Transport Scotland Chairs the Project Board. The strategic direction and progress of the Project through its various milestones is managed through the Project Board.

The membership of the Project Board is drawn from across Transport Scotland Directorates, the Scottish Government and external non-executive members.

10. The Contractors

The FRC project construction was split into three contracts. The Contractors for each are:

- **Fife ITS** – John Graham (Dromore Ltd)
- **M9 Junction 1A** – Sisk Roadbridge Civil Engineering Ltd
- **Principal Contract** – Forth Crossing Bridge Constructors (FCBC)



1.1. Community Forums

Dedicated Community Forums have been formed to allow representatives of established local groups to raise any local issues. They are chaired by Transport Scotland's Deputy Employer's Representative and are attended by FCBC, the contractor for the Principal Contract.* The Forums meet quarterly as a minimum, with more frequent meetings as required.


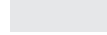


There are currently two active Community Forums:

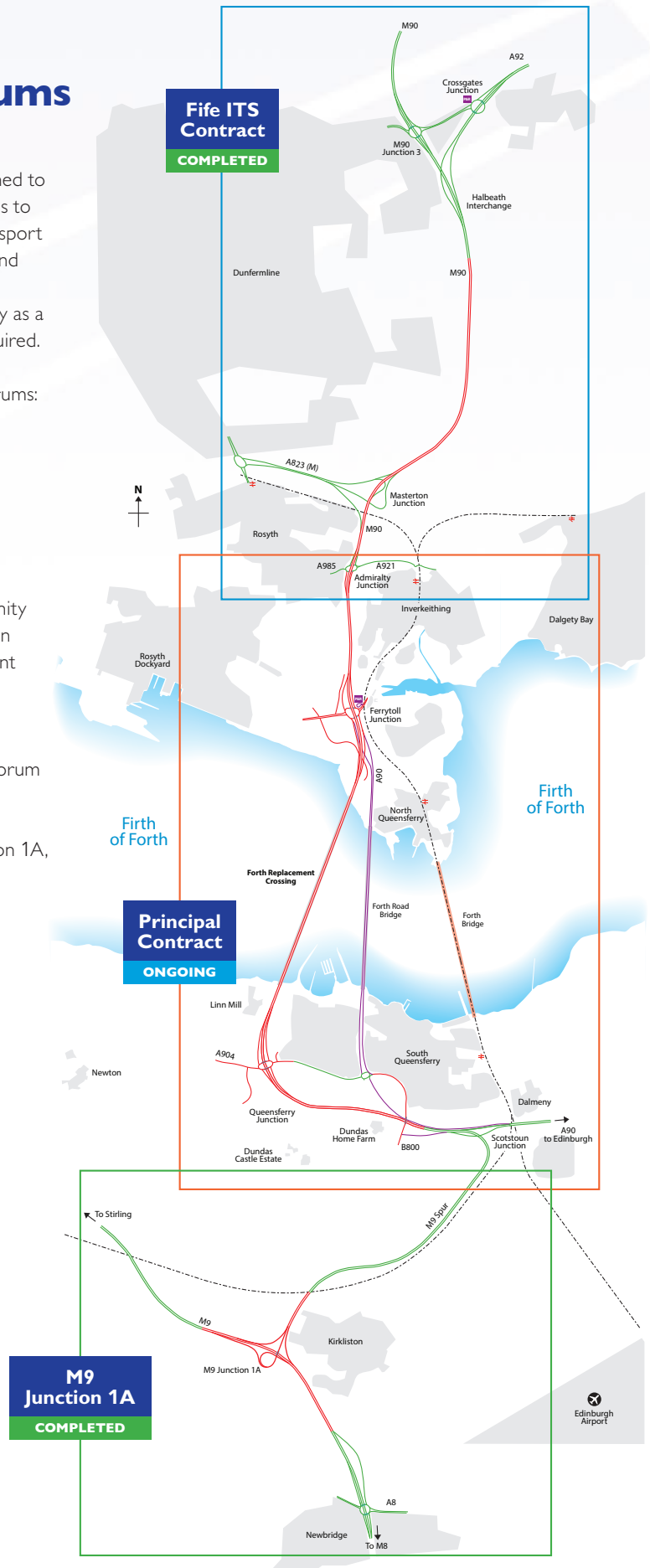
FRC North Community Forum, currently attended by North Queensferry Community Council, Rosyth Community Council and Inverkeithing Community Council.

FRC South Community Forum, currently attended by Queensferry and District Community Council, Newton Community Council, Kirkliston Community Council and the Bridge Replacement Interest Group South (BRIGS).

The contract for the M9 Junction 1A is now complete, subsequently the FRC Community Forum for this contract has been disbanded.

* Prior to completion of Fife ITS and M9 Junction 1A, all contractors attended all Forum meetings.

-  New/Improved Roads
-  Railway
-  Airport
-  Railway Station
-  Existing Roads
-  Waterbodies
-  Settlements
-  Park and Ride
-  Proposed Public Transport Links



12. Liaison and Working Groups

The following working groups were established either before or at the start of construction. They are chaired by the Employer's Representative or his designated assistant. The Contractor consults the appropriate groups before carrying out any applicable works. In addition, the groups make recommendations to the Employer's Representative (or his designated assistant) for him to take into consideration when agreeing a resolution if any disputes arise.

Marine Liaison Group

This group is consulted by the Contractor regarding the proposals to manage construction activities within the Firth of Forth and limit disruption to navigation. It includes representatives from the navigation and harbour authorities, the operator of Rosyth Dockyard and the emergency services.

Traffic Management Working Group

This group is consulted by the Contractor regarding their proposals to limit disruption to the road network. It includes representatives from trunk and local road authorities and the emergency services.

Noise Liaison Group

This group provides oversight of all aspects of noise planning and control during construction and monitoring. The group includes representatives from each of the relevant local authorities and Scottish Natural Heritage.

Environmental Liaison Group

This group is consulted regarding all other environmental matters defined in the CoCP. It includes representatives from the local authorities, Scottish Natural Heritage, the Scottish Environment Protection Agency, Marine Scotland and Historic Scotland.

Agendas and Minutes of meetings

The Terms of Reference, along with the agendas and minutes of the groups and Community Forums, are available on the project website:

- **FRC North Community Forum**
- **FRC South Community Forum**
- **M9 Junction 1A Community Forum**
- **Marine Liaison Group**
- **Environmental Liaison Group**
- **Traffic Management Working Group**
- **Noise Liaison Group**



Community Forum site visit, September 2013.



South Approach Viaduct under construction, June 2014.

13. Community Liaison and Enquiries

The Community Liaison Team

The public's first point of contact with the FRC project should be to the Community Liaison Team which is headed by the Community Liaison Officer (CLO) from the Principal Contract. The CLO is Ewen Macdonell of FCBC and he is supported by a Community Liaison Team, who provide information and support for the community regarding any enquiries or complaints relating to the project.

Ewen and his team can be contacted via:

Phone 0800 078 6910

E-mail enquiries@forthereplacementcrossing.info

or in person at:

FRC Contact and Education Centre
Adjacent to Forth Road Bridge Administration Building
South Queensferry
Edinburgh
Scotland
EH30 9SF

The Contact and Education Centre

The purpose built FRC Contact and Education Centre (CEC) opened in January 2013 and has been designed as a focal point for ongoing community engagement and education during the project's construction.

Its main aims are to provide high-quality contact and education centre services to local residents and visitors while emphasising the project's purpose, investment value and innovation in construction, as well as promoting the potential benefits a career in engineering can provide.

The CEC includes the FRC Project Exhibition and other facilities which provide visitors with access to regularly updated exhibition panels, detailed bridge models, audio/visual materials and presentations by project team members, and also provides spectacular views of the Forth Estuary.

The CEC's exhibition content will continue to develop throughout the construction phase through to project completion in 2016.

In September 2013, the CEC began delivering educational visits for schools, colleges and universities, providing the opportunity for these groups to undertake educational activities or hear talks and presentations. The activities, talks and presentations focus on topics such as science, technology, engineering and mathematics (STEM). The education programme, like the CEC exhibition content, will continue to develop throughout the construction phase.

Based just south of the Forth Estuary, the CEC offers panoramic views of the existing road and rail bridges, and provides a perfect platform to view construction of the Queensferry Crossing.



The CEC has attracted over 6,000 visitors up to June 2014.



Over 3,600 school pupils from across Scotland have participated in a range of educational activities up to June 2014.

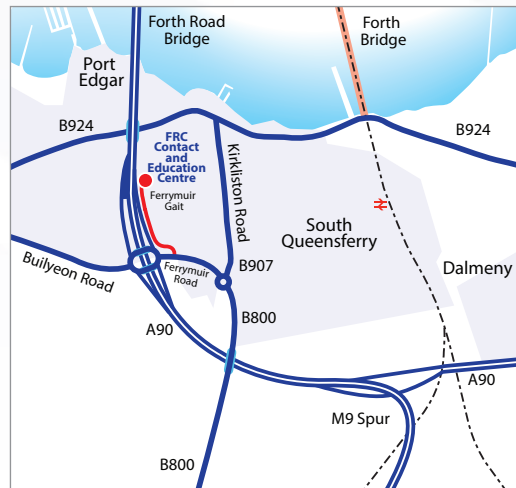
Group educational visits to the Project Exhibition can be booked in advance by contacting frcenquiries@transportscotland.gsi.gov.uk If the exhibition area is not in use for an educational visit, then visitors will be accommodated to view the Project Exhibition where possible.

Opening hours

Monday	0900 – 1700
Tuesday	0900 – 1700
Wednesday	0900 – 1700
Thursday	0900 – 1700
Friday	0900 – 1600
Saturday	1000 – 1600

In 2014, the Project Exhibition opened to members of the public every Saturday from April – October to reflect increasing demand and to accommodate regular visitors interested in the FRC Project's progress.

Regular updates of specific opening dates, events and holiday closures are published in advance on the FRC Project website.



14. Beyond Construction

The Forth Bridges Operating Contract

The Forth Bridges Operating Contract (FBOC) will provide an operating company responsible for inspecting and maintaining both the Forth Road Bridge and the new Queensferry Crossing. It will also be responsible for the adjacent trunk road network extending from M90 Junction 3 Halbeath in the North through to M9 Junction 1A Kirkliston in the South.

An 'invitation to participate' was issued in December 2013 and tenders are expected to be returned in August 2014. The contract will be awarded by December 2014 and it is expected that the service will commence from June 2015.

The selected operating company will be required to maintain communication with local communities and people visiting the bridges.



The Queensferry Crossing rising from the Forth, May 2014.

15. Complaints Procedure

The FRC project seeks to maintain a 'no surprises' culture with regards to impacts on local communities and we aim to identify any issues, and mitigate where possible, in advance. While we have planned for as many eventualities as possible, occasionally problems may arise during the project which have not been foreseen.

The first points of contact for all complaints are to the Contractor through the 24-hour project Hotline (**0800 078 6910**) or in person at the **Contact and Education Centre**.

All complainants will be responded to by the Contractor within 48 hours. If a complaint is not fully resolved within 48 hours, the Contractor will provide a weekly update to the complainant of any actions taken to try to resolve the complaint. If it is not possible to resolve the complaint, an explanation of why this is the case will be provided to the complainant.

If the Contractor does not consider it can take actions to resolve a complaint, it will refer the complaint to

the Employer's Representative who will consider the complaint and determine if any actions can be taken. Likewise, if the complainant feels a complaint has not been addressed or resolved satisfactorily, they can refer it to the Employer's Representative for review.

If, following this review, the complaint is still not resolved to the satisfaction of the complainant it will be subject to a final review by the Chief Executive of Transport Scotland.

If a complainant reaches the end of this process and still feels cause for complaint, they may approach the Scottish Public Services Ombudsman who may consider their complaint.

Scottish Public Services Ombudsman
SPSO
Freepost EH641
Edinburgh
EH3 0BR

Freephone: 0800 377 7330
www.spsos.org.uk

Artist's impression of the Queensferry Crossing and Forth Road Bridge.



