



Engaging with Communities

Construction

Version 1.0

August 2011



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1. Introduction From The Project Director

Engaging with Communities – Construction outlines how Transport Scotland and its appointed Contractors will engage with the public during the construction of the Forth Replacement Crossing (FRC).

This booklet is a summary of the commitments made in the Forth Replacement Crossing – Code of Construction Practice (Revision 5), which accompanies the Forth Crossing Act 2011 and builds on Engaging with Communities, published in September 2008.

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

I hope that this provides you with a useful guide to the project and we can build on the strong relationship with the community we have established so far.



David Climie

August 2011

2. How We Will Communicate

We recognise that engaging with the communities affected by the FRC Scheme and maintaining that engagement is key to the success of the project.

We will build on the engagement established through the Forth Crossing Bill process and use a range of methods of communication including:

- Quarterly project newsletters
- Monthly project e-zines (electronic newsletters)

A dedicated email address, enquires@forthreplacementcrossing.info and 24-hour project Hotline 0800 078 6910

- Community Forums to be held at least quarterly during construction
- The FRC Contact Centre in the Forth Road Bridge offices in South Queensferry
- Mail drop notifications to nearby residents and businesses in advance of the start of any works.

The project website, www.forthreplacementcrossing.info will be maintained and regularly updated to include all published project documents, including 3-month look-ahead work programmes from the three principal contractors.

3. History

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.

The FRC Study was undertaken during 2006 and 2007 to identify the most favourable option for a replacement crossing. 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 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.

The FRC project is due to be completed in 2016 and will replace the current Forth Road Bridge as the main crossing for cross-Forth traffic. The estimated cost of the project at the time of publication is between £1.45 and £1.60 billion.

Artist's impression of the new crossing, courtesy of FCBC.



4. The Forth Replacement Crossing Project

The FRC is the largest 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 proposed scheme will protect and enhance the economies of Fife, Edinburgh and the east coast of Scotland, creating new opportunities for sustainable economic growth.

The project is being progressed as three separate contracts:

- The **Principal Contract** – for the bridge and approach road construction from the M90 Admiralty Junction to the M9 Spur/A90 Scotstoun Junction;
- The **M9 Junction IA Contract** – for improvements to the M9 junction with the M9 Spur and widening of the M9 towards Newbridge, including southbound bus hardshoulder running capability;
- The **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.

Each of these form elements of a 22 km long Intelligent Transport System (ITS).



Artist's impression of the proposed Queensferry Junction, courtesy of FCBC.

5. The Principles We Will Follow

National Standards for Community Engagement

The FRC project will comply with the National Standards for Community Engagement. 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.

These standards are:

- **Involvement:** we will identify and involve the people and organisations who have an interest in the focus of the engagement
- **Support:** we will identify and overcome any barriers to involvement
- **Planning:** we will 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 will agree and use methods of engagement that are fit for purpose
- **Working together:** we will agree and use clear procedures that enable the participants to work with one another effectively and efficiently
- **Sharing information:** we will ensure that necessary information is communicated between the participants
- **Working with others:** we will work effectively with others with an interest in the engagement
- **Improvement:** we will develop actively the skills, knowledge and confidence of all the participants
- **Feedback:** we will feed back the results of the engagement to the wider community and agencies affected
- **Monitoring and evaluation:** we will 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/Built-Environment/regeneration/engage/HowToGuide/NationalStandards.pdf

Artist's impression of the new crossing, courtesy of FCBC.



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; and
- 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 revision (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/files/documents/projects/forth-replacement/FRC_CoCP_Rev5_Dec_2010.pdf

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

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, including direct and any indirect, secondary, cumulative, short, medium and long term, permanent and temporary, positive and negative effects, 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; and
- a non-technical summary of the above information.

The Environmental Statement can be found at:

www.transportscotland.gov.uk/strategy-and-research/publications-and-consultations/j11223-005.htm Copies of this ES are made available for inspection during normal office hours at:

Forth Replacement Crossing Contact Centre
Ferrymuir Gate
South Queensferry
EH30 9SF

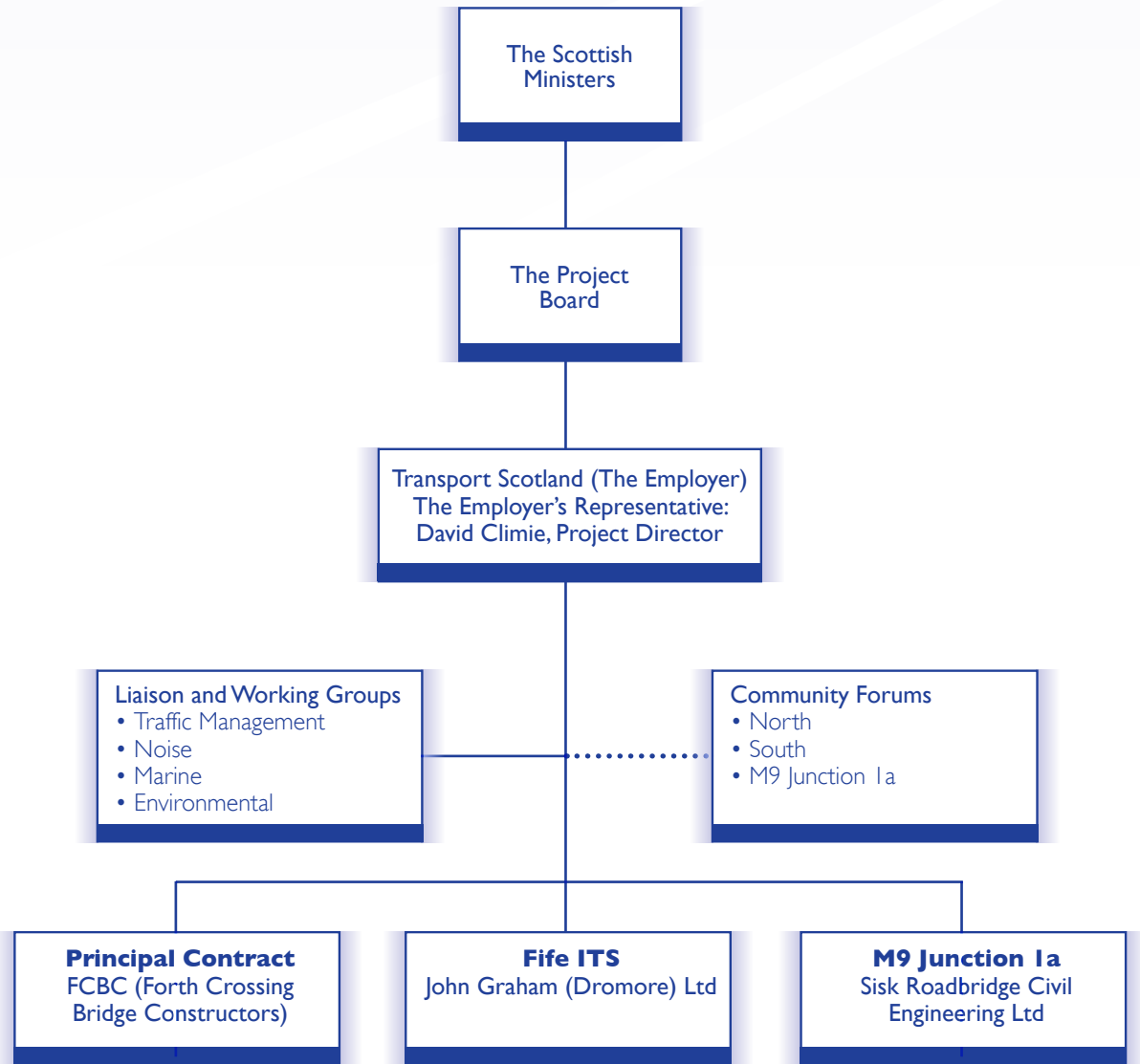
A bound paper copy of the Environmental Statement may be purchased at a cost of £500, and is also available in DVD format at a cost of £10 by writing to Transport Scotland.

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 at www.transportscotland.gov.uk/road/projects/forth-replacement-crossing/information/Forth-Crossing-Bill-documents

Many of the commitments given relate to engagement with communities and affected parties and reinforce the provisions in the CoCP.

7. Key People



8. The Employer's Representative

This position is held by the FRC Project Director, David Climie, as head of the 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, CoCP 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 will direct a site based team (the Employer's Delivery Team) who will support the administration of the construction contracts. Their role will include reviewing the contractors' construction design submissions and construction plans and documents such as method statements and management plans. They will also facilitate the Contractors' consultations and engagement with communities, stakeholders and

working groups as necessary. This will assist the Employer's Representative to provide oversight of the construction works and ensure that the Contractors comply with the Code of Construction Practice, Environmental Statement and construction contracts. The Employer's Representative will review 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 will be reviewed by the appropriate working group as set out in section 1.11 of the CoCP. Monitoring records and minutes and agendas of working groups will be available on the project website.

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

9. The Project Board

The Project Board is chaired by the Chief Executive of Transport Scotland and provides support to the Chief Executive on the strategic direction and progress of the Project through a series of milestones.

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 construction of the crossing has been split into three contracts. The Contractors for each are:

- **Principal Contract** (the bridge and connecting roads) – Forth Crossing Bridge Constructors (FCBC)
- **Fife ITS** – John Graham (Dromore) Ltd
- **M9 Junction 1a** – Sisk Roadbridge Civil Engineering Ltd.



11. Community Forums

Dedicated Community Forums have been established to allow representatives of established groups to raise any local issues. They are chaired by Transport Scotland's Deputy Employer's Representative and meet quarterly as a minimum, with more frequent meetings as required. Each of the Contractors attend the forums.



There are currently three Community Forums:

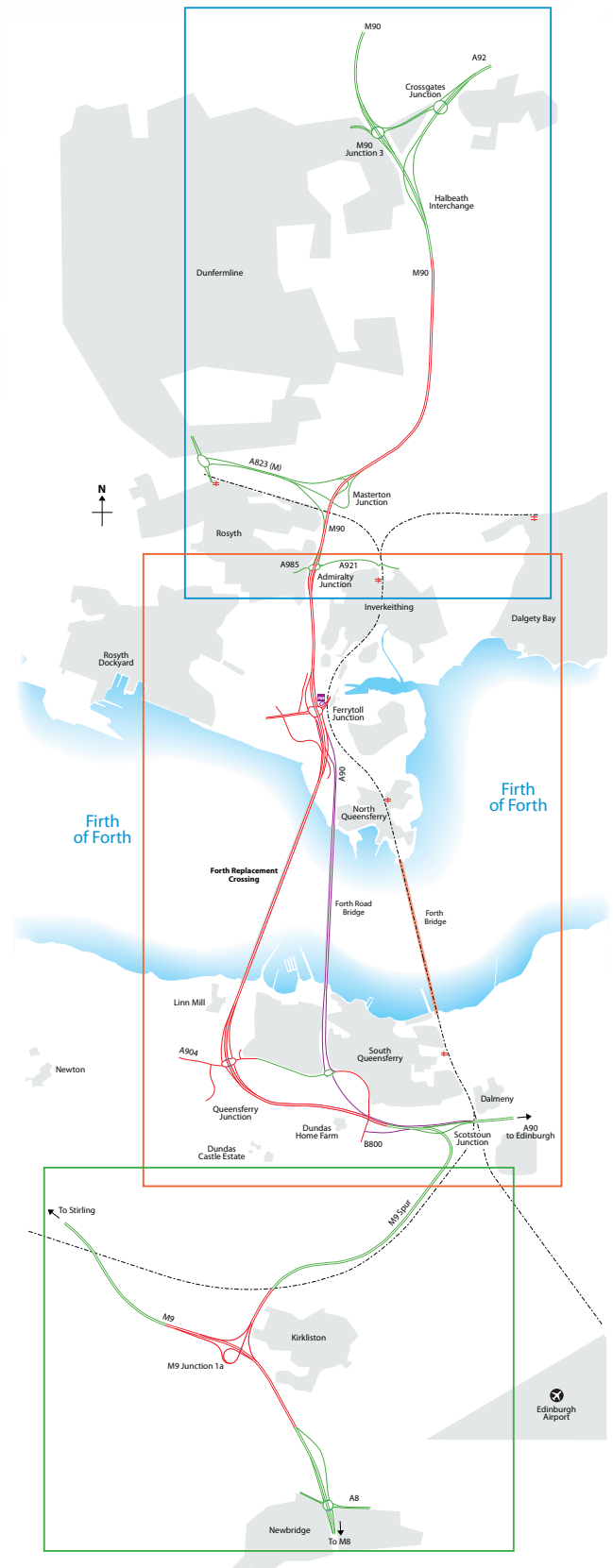
FRC North Community Forum, currently attended by North Queensferry Community Council; Rosyth Community Council and Inverkeithing Community Council.

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

FRC M9 Junction 1a Community Forum, currently attended by Kirkliston Community Council.

Legend

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



12. Liaison And Working Groups

The following working groups have been established and are chaired by the Employer's Representative or his designated assistant. The Contractors will consult the appropriate groups before carrying out any applicable works. In addition, the group will 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 will be 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.

Environmental Liaison Group

This group will be 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.

Traffic Management Working Group

This group will be consulted by the Contractor regarding the 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 will provide 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.

13. Community Liaison And Enquiries

The public's first point of contact with the FRC project should be to the Community Liaison Team who can be contacted via:

Phone 0800 078 6910

E-mail enquiries@forthereplacementcrossing.info

or in person at :

Forth Replacement Crossing Contact Centre
Ferrymuir Gait
South Queensferry
West Lothian
EH30 9SF

Opening Hours

Monday	0900 – 1730
Tuesday	0900 – 1730
Wednesday	0900 – 1730
Thursday	0900 – 1730
Friday	0900 – 1730
Saturday	1000 – 1600



The FRC Contact Centre will be located within the Forth Estuary Transport Authority Administration offices until autumn 2012 when a purpose-built Contact and Education Centre will be opened on a site adjacent to their offices. This building will include a permanent exhibition on the project and include displays on the existing Forth Road Bridge and Forth (rail) Bridge.

The Community Liaison Team

The Community Liaison Team is headed by a Community Liaison Officer (CLO) from the Principal Contractors Team. The CLO is supported by a Community Liaison Team, which includes members of staff representing all three contractors and is co-located with members of the Employers Team to allow close working and integrated support for the community.

The main contacts are:

Principal Contract:	Ewen Macdonell
Fife ITS:	Richard Docherty
M9 Junction 1a:	Elaine Barrie.

14. 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 relevant 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 relevant 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 EH64 1
Edinburgh
EH3 0BR
Freephone: 0800 377 7330
www.spsa.org.uk

North side of the proposed Contact and Education Centre.



South side of the proposed Contact and Education Centre.





An agency of  The Scottish Government