



## **Section 14.0 – Liaison and Public Information**

### **Guidance Notes:**

Details of control measures to prevent inconvenience and stress amongst neighbouring communities during the construction period are contained within this section.

## **Contents**

- 14.1 Objective**
- 14.2 Considerate Constructors**
- 14.3 Engaging with Communities during construction stage**
- 14.4 Complaints and Queries**
- 14.5 Community Liaison Officer**
- 14.6 Liaison Groups**
- 14.7 Sustained Communications**
- 14.8 Community Liaison and Communications Procedures Plan**

#### 14.1 Objective

To provide information regarding the construction of the Project including works which may affect the public, in a timely manner and to facilitate constructive engagement with local communities during the construction of the project.

#### 14.2 Considerate Constructors

The site will be registered to the **Considerate Constructors Scheme**

The following Code of Considerate Practice forms the basis of the Scheme's requirements and will be adhered to and communicated to those working on site. Rory McFadden will be the supervisor for implementing the CCS on the project.

##### **Considerate**

Everyone affected by the work to be carried out should be advised before it actually starts. Nuisance caused by deliveries, traffic and parking should be minimised. Diversions should be clearly signed with special attention paid to the needs of pedestrians and those with sight, hearing and mobility difficulties.

##### **Environment**

The potential environmental and ecological effects of all operations should be identified and evaluated and appropriate action taken to minimise all forms of pollution. Every effort should be made to reduce, reuse and recycle waste. Materials should be obtained from sustainable sources and local resources used where possible. All operations should make a positive contribution to the natural environment.

##### **Appearance**

The company should be doing all it can to create an image of which the industry can be proud. All work areas including the perimeters and any facilities and company vehicles should be clean, tidy and well presented. All materials should be neatly stored. Waste, rubbish and litter should not be allowed to accumulate. Dusty operations should be managed to prevent any inconvenience.

##### **Good Neighbour**

The supervisor's should interact proactively with the client and all neighbours throughout the work period to inform them about site activity and to avoid and pre-empt complaints. Any complaint should be logged and handled positively to achieve a satisfactory outcome for all concerned.

##### **Respectful**

Everyone within the company should help to create a positive image of all work areas and maintain respectable and safe standards of dress and behaviour. Improper conduct and language should be subject to severe disciplinary action. Pride in the supervision and appearance of all work areas, temporary facilities and the surrounding area should be shown at all times.

##### **Safety**

Systems should be in place so that construction work is carried out with care and consideration for the safety of the clients, public and those visiting and working on site. No work area should be a security risk to others.

##### **Responsible**

Considerate constructors should be aware of their obligations to personnel, act in a professional and conscientious manner and play a part in the development of the industry's future workforce.

##### **Accountable**

The company should promote the Scheme's aim of "improving the image of construction". Everyone associated with the company should understand and comply with the Code of Considerate Practice. The training and development needs for all within the company should be identified and addressed.

### **14.3 Engaging with Communities during construction stage**

- We will continue to implement Transport Scotland’s community engagement strategy “Engaging with communities”.
- We will maintain effective community engagement throughout the construction period to build on existing relationships with the communities alongside the scheme. The method for community engagement is included in the CLCP.
- The opportunity will be taken to listen to any views on how the works will impact on the community and the Site Team will aim to provide constructive and sympathetic solutions to specific problem areas.
- We will support Transport Scotland in promoting awareness of the Project as part of a wider community engagement strategy through, for example, presentations to educational establishments such as local schools, centres for further education and industry institutions.

### **14.4 Complaints and queries**

- A dedicated freephone telephone hotline and fax number together with a dedicated email address and postal address for enquiries will be provided for complaints and queries – including emergency contact for out of hours contact. This will be controlled through the CEC.
- We will employ reasonable endeavours to contact complainants within 48 hours of their complaint to advise them of progress being made in addressing the complaint and then again following completion of any actions taken to resolve the complaint.
- The relevant contact numbers, email and postal addresses for enquiries and complaints will be displayed on signs around the construction site and will be published on the website and newsletters.
- Enquiries and complaints will be logged in a register and appropriate action will be taken in response to any complaints. We will make appropriate information from the register available to local authorities upon request (see appendix L & M).

### **14.5 Community Liaison Officer**

- We will appoint a community liaison officer and liaison team who will be responsible for community engagement
- The community liaison officer will strive for continuous contact and the maintenance of good relations with the local community through the CLO and 24hr project hotline.
- The community liaison officer and key members of the site team will attend community council forums

### **14.6 Liaison Groups**

We will maintain effective liaison with:

- Local authorities
- Other statutory bodies and regulatory authorities
- The emergency services
- Other relevant organisations
  
- Community councils and relevant established community groups
- Businesses and relevant established business groups



- Residents in local communities affected by the works

The liaison with the community will take place through attending public meetings organised by the Employers Communications Team, attending Noise Liaison Groups, attending Environmental Liaison Group meetings and from fulfilling our obligation to Consult with relevant parties under the contract.

#### **14.7 Sustained communications**

Sustained communications will include:

- Information website –It will provide up to date information on the progress of the construction works, current areas affected by construction, mitigation in place to reduce adverse effects of construction, information regarding planned construction works.
- Project briefings and site visits – Project briefings and site visits will be provided for groups arranging to visit the construction site.
- Newsletter – the project newsletter will provide information regarding construction progress and planned construction works. We will contribute to and support preparation of the project newsletter. The newsletter will include details of areas that will be affected by construction works; provide information regarding traffic management that will be in place affecting existing roads and footpaths; and will include details of the enquiries and complaints procedure to be implemented. The newsletter will be distributed to established mailing lists and published on the project website. In addition, the newsletter will be issued to local authorities, other statutory bodies, other relevant organisations, the emergency services, community councils, other interested parties and local libraries.
- Notification to local residents –We will use mail shots and personal visits to notify occupiers of nearby properties two weeks in advance of the nature and anticipated duration of planned construction works that may affect them. The notification will also provide details of the enquiries and complaints procedure.

#### **14.8 Community Liaison and Communications Procedures Plan**

Within 42 days of Commencement Date, we will submit a Community Liaison and Communications Procedures Plan to the Employer for approval in accordance with the Review Procedure.