COMMUNITY ENGAGEMENT AND RESIDENT COMMUNICATION BRIEFING NOTE

Project: Northern Gateway – NT02 Development, Manchester
Planning Permission: 136814/FO/2023
Planning Condition: Condition 14 – Construction Management Plan
Prepared by: Main Contractor
Purpose: To establish the approach to communicating with residents and the local community throughout the construction period.

1. Objective

The Main Contractor recognises the importance of maintaining positive relationships with residents, neighbouring businesses and other stakeholders affected by the construction works.

A proactive community engagement strategy will be implemented to keep the local community informed of the development, upcoming construction activities and any works that may cause disruption. The objective is to minimise the impact of construction on the surrounding area, provide accessible routes for enquiries and concerns, and demonstrate that the project team is working considerately.

2. Communication strategy

Community engagement will be maintained throughout the construction phase through a combination of written communications, regular project updates, site information notices and direct liaison with residents.

The strategy will comprise the following measures:

Initial resident introduction

Prior to, or at the commencement of, relevant construction activities, an introductory letter will be distributed to neighbouring residents and other appropriate stakeholders. This will introduce the Main Contractor, explain the nature of the development, outline the initial construction activities and provide contact details for the nominated Community Liaison Officer.

Regular community newsletters

Community newsletters will be issued at regular intervals during the construction phase, with the frequency reviewed to reflect the programme and the level of activity on site. Newsletters will provide updates on progress, upcoming works, anticipated disruption and relevant project contact information.

Advance notification of disruptive works

Where construction activities are likely to cause increased noise, vibration, dust, traffic disruption, temporary access restrictions or other material disturbance, affected residents will be notified in advance wherever reasonably practicable. Notifications will explain the nature of the activity, its anticipated duration and any relevant mitigation measures.

Site boundary notices

Noticeboards or notices positioned at appropriate locations around the site boundary will provide relevant site information, working hours and contact details. Notices will be updated as necessary to reflect significant changes or forthcoming activities.

Online information

Where available, residents will be directed to the Main Contractor's resident information webpage or project-specific online portal, providing access to project updates and further information.

Direct community liaison

A nominated Community Liaison Officer will act as the principal contact for resident enquiries, concerns and complaints. Issues raised will be referred to the relevant member of the project team, investigated and addressed as appropriate.

3. Management of enquiries and complaints

All community enquiries and complaints will be managed through the project's established communication procedures.

The Community Liaison Officer will record the nature of the enquiry, the date received, the action required and the outcome. Matters requiring technical investigation will be referred to the Site Manager or relevant project representative.

The project team will seek to acknowledge and respond to concerns promptly, provide updates where investigations are ongoing and identify any corrective actions required.

Where a concern relates to an immediate safety risk, the matter will be escalated to the Site Manager without delay.

4. Resident charter

The project team will seek to:

- Treat residents, businesses and visitors with respect and consideration.
- Minimise the adverse effects of construction wherever reasonably practicable.
- Provide advance information about disruptive activities.
- Maintain a clean, safe and orderly site boundary and surrounding access routes.
- Manage deliveries and construction traffic to minimise avoidable disruption.
- Respond constructively to enquiries and complaints.

- Review working practices where feedback identifies opportunities for improvement.

5. Responsibilities

The Site Manager will retain overall responsibility for implementing the site's community engagement arrangements.

The Community Liaison Officer will coordinate resident communications, maintain the enquiry and complaint records, issue newsletters and ensure relevant concerns are passed to the project team.

The wider site management team will provide accurate programme information, identify activities requiring advance notification and implement appropriate mitigation measures where community concerns are substantiated.

6. Monitoring and review

The effectiveness of the communication strategy will be reviewed throughout the construction phase. Feedback, complaints, recurring issues and forthcoming programme activities will be considered when determining the content and frequency of communications.

Where necessary, additional newsletters, targeted letters or direct communications will be issued to ensure that residents remain appropriately informed.

The Main Contractor's objective is to maintain an open and constructive relationship with the local community, keeping residents informed and responding responsibly to the effects of construction.