

# Southampton to London Pipeline Project

## Community Engagement Plan

Revision No. 2.0

June 2021

South Downs National Park Authority





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## **1 Introduction**

- 1.1.1 The project within this local authority area is broken down into eight stages. These are based on geographical areas. South Downs National Park Authority is host to 24.7km of the 97km pipeline route. This Community Engagement Plan (CEP) specifically applies to the section of works between (453 773E, 118 368N) and (465 956E, 130 454N), and between (468 528E, 134 052N) and (472 166E, 137 621N), in the South Downs National Park. This is shown on Sheets 2, 3, 4 and 5 in the Stages of the Authorised Development.
- 1.1.2 This CEP will set out the steps to be undertaken by the project to make sure that those living in the vicinity of the project are informed of activities relating to the installation of the replacement pipeline, and thereby discharges Requirement 15 of the SLP Project Development Consent Order (DCO).

## **2 Scope**

2.1.1 Specifically, the plan will outline:

- the role of the Community Engagement Team;
- project contact details;
- community stakeholders that are covered by this plan;
- core engagement channels;
- how the project will communicate;
- core engagement topics;
- frequency of engagement;
- location-specific tactical engagement plans;
- how progress will be tracked; and
- the process of dealing with enquiries and complaints.

2.1.2 The role of the CEP is to outline planned community engagement activity within specific areas along the replacement pipeline route.

2.1.3 Additional communications will also take place for the following categories, separate from what is set out within this CEP:

- landowner engagement;
- road and Public Right of Way permitting scheme communications;
- the Environmental Investment Programme;
- communications for any works taking place before Esso receives development consent and that are undertaken with agreement of the landowner; and
- any future project Corporate Social Responsibility activities, where applicable.

2.1.4 This plan will be delivered by Esso's designated Community Engagement Team within the project team.



### **3 Overview of the Project**

- 3.1.1 Esso Petroleum Company, Limited (Esso) has been granted a Development Consent Order by the Secretary of State to replace 90km (56 miles) of an existing pipeline to transport aviation fuel between Boorley Green in Hampshire and the Esso West London Terminal storage facility in Hounslow. The replacement pipeline is 97km long taking into account that it cannot follow the line of the existing pipeline along its whole length due to new developments and environmental constraints.
- 3.1.2 Esso has already replaced 10km of pipeline between Hamble and Boorley Green in Hampshire. The replacement pipeline starts near Boorley Green at the end point of the previously replaced pipeline. The route runs generally in a northeast direction via Esso's Pumping Station in Alton. It terminates at the Esso West London Terminal storage facility. The areas of land to be permanently or temporarily used for the project are known as the Order Limits.



## **4 Community Engagement Team**

- 4.1.1 The Community Engagement Team will act as a single point of contact for all community stakeholders. The team will be made up of engagement and communications specialists from the project team.
- 4.1.2 The project will provide a named single point of contact to the South Downs National Park Authority.
- 4.1.3 Community stakeholders and the public can contact the project via postal address, email address and by phone. These channels will be managed by the Community Engagement Team, using the details in Table 4.1.

**Table 4.1: Project Contact Details**

<b>Form of Contact</b>	<b>Project Contact Details</b>
Email address	<a href="mailto:info@slpproject.co.uk">info@slpproject.co.uk</a>
Telephone number	07925 068905
Address	SLP Project, Ermyn House, Ermyn Way, Leatherhead, Surrey, KT22 8UX



## **5 Community Stakeholders**

5.1.1 The following groups will be used to focus community engagement activities. Appendices A and B provide contact lists for each group (of known contacts). Before activity in the area commences, contact lists will be reviewed monthly, or when new information is shared with, or identified by, the Community Engagement Team.

### **Key engagement groups**

- Political representatives
- Local government, including county councils, borough/district councils and parish councils
- Community representatives, including residents' associations

### **Community engagement groups**

- Local interest groups
- Residents in the vicinity of the Order Limits
- Local community and users
- Local businesses and community facilities
- Hard to reach groups

## 6 Core Engagement Channels

- 6.1.1 Table 6.1 sets out the primary channels for informing groups (covered by this plan) of installation plans, progress or related information.
- 6.1.2 The frequency of these communications will be proposed by Esso based upon its experience and best practice and will depend on the location, the construction programme, audience and type of communication.

**Table 6.1: Core Engagement Channels**

Channel	Description	Target Audience
www.slpproject.co.uk	This is the primary communications channel. It will contain pages and updates on works at an applicable frequency.  It will contain interactive information and maps on road and Public Rights of Way diversions, traffic management or closures.	All
e-newsletter	This is an e-newsletter, preferably with a function to select information by local area, recognising that residents' and communities' travel and activities are not limited to county boundaries.  This requires residents to sign up, and will therefore be promoted in all external materials and letters in the pre-commencement period.	All
Community briefing notes	An emailed briefing note to community representatives.	Political representatives Local government Residents' associations
Local government community meetings	Written or verbal updates provided to local government community meetings. This will include existing community liaison groups, and access forums hosted by local authorities.	Local government Residents' associations Community interest groups Local residents/community
Social media	Updates will be added to the project's media pages with specific emphasis on community areas the route goes through.	Local residents/community
Information boards	Where installation is taking place in a publicly accessible area, a notice will be placed in a safely accessible location, such as on hoarding or fencing.	Local residents/community
Direct mail	Leaflets or letters will be sent 14 days before works start in any local area. These will include explanation of works, timings and duration as well as contact details.	Properties 50m from the works and directly affected properties





6.1.3 The project will use other channels of engagement, as appropriate, shown in Table 6.2.

**Table 6.2: Additional Engagement Channels**

<b>Channel</b>	<b>Description</b>	<b>Target Audience</b>
Advertorials in local newspapers	Advertisements in local newspapers.	General public in the area
Drop-in events	Drop-in events for people to find more information and ask questions to the project team. Typically, these take place at designated venues.	Local residents/community
Pop-up events	These take place outside, for example in parks or public spaces, typically where there is no venue or built hosting area. These aim to engage on-the-day users.	Users
Community deposit points	Information areas in community centres or public spaces, which could contain information sheets, maps and tablets for people to find out more information on works in their area.	Local residents/community



## 7 Frequency of Engagement

7.1.1 For the purpose of the CEP the works will be separated into the following steps:

- pre-installation: this can include mitigation activity and vegetation clearance;
- installation: this can include trenchless crossings, open-cut and valve installation activities; and
- reinstatement: this can include activities such as reseeding and replanting.

7.1.2 The frequency of community engagement for each steps of the works is outlined in Table 7.1.

**Table 7.1: Frequency of Engagement**

Construction Steps	Frequency of Engagement
Pre-installation	<p>Information will be shared via the website, e-newsletter and community briefing note a minimum of one month before works commence in any local area.</p> <p>If this activity takes place directly before main works, communications of preparation activities will be merged into main works communications.</p> <p>A community briefing note will be sent one week prior to works starting to the key and community stakeholders listed in Appendices A and B.</p>
Installation	<p>Information on main works will be shared a minimum of two months before works commence in any local area via the website, e-newsletter, and community briefing note.</p> <p>A community briefing note will be sent one month and again one week prior to works starting to key and community stakeholders listed in Appendices A and B.</p> <p>A community briefing note will be sent once a month for the duration of main works in any local area to the key stakeholders listed in Appendix A The project website will also be updated.</p>
Reinstatement	<p>If reinstatement is completed directly after the main works, communication will merge into the main works activities.</p> <p>If reinstatement is not undertaken directly after main construction works, information will be shared via the core engagement channels a minimum of one month before works commence in any local area.</p>

7.1.3 Communication updates will be provided to local authority project contacts at regular intervals, reflecting the construction programme during installation activities.



## **8 Core Engagement Topics**

- 8.1.1 Engagement and communication will be led by an 'in your area' approach. This recognises that communities wish to understand the totality of what is happening in their neighbourhood, rather than single topics such as 'roads'.
- 8.1.2 This information will be accessible on the project website as well as within the engagement channels outlined in Chapter 6.
- 8.1.3 'In your area' information will contain:
- maps and plans for the local area;
  - information on planned installation works;
  - timing and duration of installation;
  - when information will be available in the future;
  - how and when the areas will be reinstated;
  - road, Public Right of Way and transport information (such as bus stops and details of diversions); and
  - project contact details.

## 9 Within the South Downs National Park

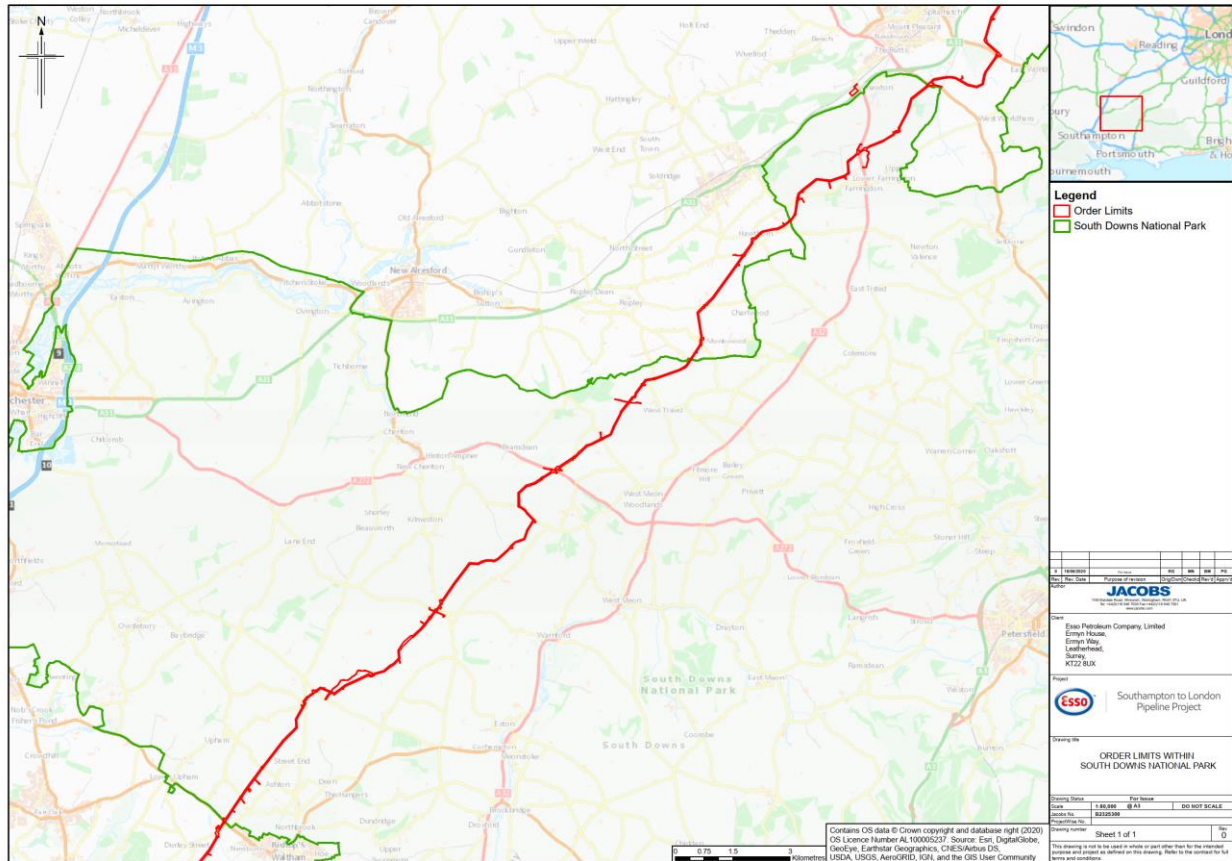


Figure 1: This image will be replicated from Req 3 and updated when that document is ready

- 9.1.1 The standard communications described in Chapter 6 Core Channels, Chapter 7 Frequency of Communication and Chapter 8 Core Engagement Topics, create the framework for timely and informative communications to the majority of the community that is in the vicinity of the Order Limits. The map above shows the Order Limits and the boundary of the South Downs National Park.
- 9.1.2 All information and updates relating to construction works in the South Downs National Park will be available on the project website ([www.slpproject.co.uk](http://www.slpproject.co.uk)).
- 9.1.3 Postcards, posters or leaflets detailing the works will be shared with the South Downs National Park Authority and sent to the following community deposit points:
  - Bishop's Waltham Library (Free St, Bishop's Waltham, Southampton, SO32 1EE)
  - Ropley Parish Hall (Vicarage Lane, Ropley, Alresford, SO24 0DJ)
  - Alton Library (Vicarage Hill, Alton, GU34 1HT).
- 9.1.4 The South Downs National Park is a rural area and protected landscape. The National Park is a nationally important tourist destination, as well as being well used by its communities for its valued landscape and tranquillity.



- 9.1.5 Street works will take place across Belmore, Wheely Down Farm Lane, Kilmeston Road, Tithelands Lane, Uncle Bills Lane, Stapley Lane, Brightstone Lane and Woodside Lane. The specific requirements for works in highways will be in accordance with the Hampshire Highway Authority's permitting system, which sets out the communication expectations for all roadworks. The project will adhere to these principles, the permit requirements and any resulting traffic diversions will be shown on the county council's online traffic map. Communication would include sending letters to residents, detailing the extent of the works and, for example, any implications on parking arrangements. Details of where traffic management is in place will also be available on the SLP project website.<sup>1</sup>
- 9.1.6 Public Rights of Way are also covered by the Hampshire Highway Authority's permitting system which sets out the communication requirements for all works affecting Public Rights of Way. The project will adhere to these permit requirements and any diversions will be shown on the county council's online Public Rights of Way map.
- 9.1.7 The Project has committed to work with the South Downs National Park Authority to limit impacts on major organised events taking place along the South Downs Way.
- 9.1.8 The project will attend the meeting for the South Downs Local Access Forum at least one month prior to preparation activities beginning, and throughout installation within the National Park.
- 9.1.9 Landowner communications are not covered by the CEP. In addition to the standard communications, there will be communication directly with the landowners affected by construction works.

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<sup>1</sup> Construction Traffic Management Plan (CTMP) 1.4.5: A permit issued under the Permit Schemes will specify in detail the activity that is allowed. The types of conditions include: timing and duration; road space; traffic management provisions; manner in which specified works are to be carried out; consultation and publicity; environmental conditions; and conditions to progress. The Highway Authority may also require the promoter to consult with persons likely to have apparatus in the street and comply with any reasonable requirements asked by the apparatus owner.



## **10 Tracking Activities**

- 10.1.1 The project will track progress against the CEP using a regular dashboard report, which will contain planned and completed activities. This will be shared with the South Downs National Park Authority every four weeks during the works within the park.



## 11 Enquiries and Complaints

11.1.1 Project enquires and complaints should be sent to the project using the contact details in Table 11.1.

Table 11.1: Project Contact Details

Form of Contact	Project Contact Details
Email address	<a href="mailto:info@slpproject.co.uk">info@slpproject.co.uk</a>
Telephone number	07925 068905 (operating Monday to Friday during normal business hours)
Address	SLP Project, Ermyn House, Ermyn Way, Leatherhead, Surrey, KT22 8UX

11.1.2 The name and contact details for the project would be displayed at the entrance to all compounds. This would include an emergency number.

11.1.3 Contact details will be available on the project website and printed materials, for any enquiries or complaints.

### Complaints

11.1.4 Complaints will be acknowledged within three working days and will include detail on how the complaint will be handled. All complaints will be responded to in a timely manner. Emergency or time critical complaints will be prioritised.

11.1.5 If the individual who has submitted the complaint is not happy with the project's response, they can request a review. Complaint reviews will be undertaken by a senior member of the project team. This will be a one stage review.

11.1.6 Complaints will be separated into three tiers:

- **Standard** – examples of complaints in this tier could include access arrangements, not having appropriate information, and parking suspension;
- **Technical** – examples of this could include complaints regarding noise, dust and construction hours; and
- **Complex** – complaints in this category would require surveys or additional technical work to inform the response.



## Appendix A – Key Stakeholders List

### Councils

County Councils and Regional Bodies
Hampshire County Council
South Downs National Park Authority

Parish and Town Councils	
Bishop's Waltham	Hants
Upham	Hants
Exton	Hants
Warnford	Hants
Kilmeston	Hants
Bramdean and Hinton Ampner	Hants
West Tisted	Hants
Four Marks	Hants
Farringdon	Hants
Chawton	Hants
Alton	Hants

### Constituencies and Council Wards

County/District/Borough	Wards
Hampshire County Council	<ul style="list-style-type: none"> <li>Bishop's Waltham</li> <li>Upper Meon Valley</li> </ul>
Winchester City Council	<ul style="list-style-type: none"> <li>Bishop's Waltham</li> <li>Upper Meon Valley</li> </ul>
East Hampshire District Council	<ul style="list-style-type: none"> <li>Ropley and Tisted</li> <li>Four Marks and Medstead</li> <li>Downland</li> <li>Alton Ashdell</li> <li>Selborne</li> <li>Binsted and Bentley</li> <li>Alton Whitedown</li> <li>Alton Wooteys</li> <li>Holybourne and Froyle</li> </ul>

Constituency	Member of Parliament	County
Meon Valley	Flick Drummond MP	Hants
East Hampshire	Damian Hinds MP	Hants





**Residents Associations**

**Residents Associations**

- Alton Community Association
- Bentley Community Association
- Petersfield Community Association
- Holybourne Village Association



## Appendix B – Community Stakeholders List

### Hard to Reach Groups

<b>Age - Older People</b>
Age Action Alliance
Age Concern Hampshire
Age UK Winchester
Alzheimer's Society
Arthritis Care
Brendoncare Club Hampshire
British Red Cross
Carers Together
Community Action Hampshire
Drive into Action
Dementia Friends Champions
Digital Buddies
Environment Centre (EC)
Good Neighbours Support Service
Hampshire Good Neighbours Support Service
Hampshire Citizens Advice Bureau
Hampshire Partnership NHS Foundation Trust
Hampshire Neighbourhood Watch Association
Hampshire Volunteer Centres
Help the Aged
Leonard Cheshire Disability
Library Direct Home Service volunteers
Neighbourhood Watch
Princess Royal Trust for Carers
Royal Voluntary Service
Samaritans
University of the Third Age
<b>Age - Younger People</b>
Science And Technology Regional Organisation (SATRO)
<b>Traveller Communities</b>
Ethnic Minority and Traveller Achievement Service (EMTAS) Hampshire County Council
<b>Disability</b>
Eastleigh Borough Council Local Access Group
East Hants Disability Forum
Winchester Area Access for All
Long Term Neurological Conditions Group
Hard of Hearing Forum



<b>Rural Communities</b>
Hampshire County Council 'Rural Champion' (Cllr Edward Heron)
The Hampshire Rural Forum
Hampshire Young Farmers
Hampshire Fare
Rural Community Councils (Action Hampshire)
Council for Voluntary Services (Winchester Area Community Action and Community First Hampshire)

**Local Interest Groups**

<b>Economic and Business Groups</b>
Solent Local Enterprise Partnership (LEP)
Enterprise M3
Business Network International (Hampshire)
Winchester Chamber of Commerce
Hampshire Fare
<b>Societies</b>
South Downs Society
The Jane Austen Society
Jane Austen Hampshire Group
The Southern Circle (Jane Austen Society)
<b>Environmental Groups</b>
National Trust
Hampshire and Isle of Wight Wildlife Trust
Woodland Trust
Hampshire Cultural Trust
North East Hampshire Historical and Archaeological Society
Hampshire Field Club and Archaeological Society
Hampshire Health Safety and Environmental Group
National Farmers' Union
Country Land and Business Association
Campaign to Protect Rural England (CPRE)
<b>Transport Groups</b>
Watercress Line
<b>Public Rights of Way</b>
The Ramblers
The Hampshire Ramblers
Cycling UK
Auto Cycle Union
British Cycling
British Cycling (South region)
British Horse Society
Living Streets



Sustrans
Society for All British and Irish Road Enthusiasts (SABRE)
Campaign for Better Transport
<b>Schools</b>
Brockwood Park School
Chawton Church of England Primary School

## Appendix C – Community Charter

### Community charter



#### Plenty of notice

We'll let you know at least two months in advance of any work starting and if our plans change, we'll let you know.



#### Here to help

Our local team will be available by phone or email to answer any questions you have.



#### Information directly to you

Our local area e-newsletter and alerts will let you know what's happening. Where we are working in streets or roads, we'll operate a dedicated text service to inform interested residents.



#### In your area

We'll make sure information about installation in your area is easy to find on our website, in a way that is easy for you to identify what's important to you. In some public parks, we'll hold pop up events to meet with those using the facilities and give out information about our installation plans.



#### Talking to landowners

All landowners affected by the installation will have a dedicated member of our lands team to contact to discuss our work.



#### Open and honest

We'll be clear about our works and any disruption that may take place.



#### Safe and secure

We'll keep our team safe, and we'll keep you safe. Our commitment to health and safety is at the heart of our business and we'll make sure your safety is not impacted by our work.



#### Well managed sites

Our sites will use fencing suitable to the location and we'll use things like wheel-washing on our vehicles to keep the surrounding roads clean.

