

Southampton to London Pipeline Project

Community Engagement Plan

Revision No. 2.0

June 2021

Spelthorne Borough Council





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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. Spelthorne Borough Council is host to 8.27km of the 97km pipeline route. This Community Engagement Plan (CEP) specifically applies to the section of works between (505 919E, 166 722N) and (507 017E, 173 343N), in the Borough of Spelthorne. This is shown on Sheets 12 and 13 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 Spelthorne Borough Council.
- 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

Form of Contact	Project Contact Details
Email address	info@slpproject.co.uk
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. In some areas, more frequent communications may be appropriate through location-specific tactical communications plans as detailed in Appendices C and D.

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

Channel	Description	Target Audience
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> <p>Residential properties in the vicinity of continuous works will receive a notice at least one week before continuous works begin.</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.



7.1.4 Trenchless crossings requiring continuous working within Spelthorne:

- TC035 – M3
- TC037 – Reservoir Intake Channel
- TC40 – Church Road (B378)
- TC041 – Railway Line
- TC042 – Staines Road/A30



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 Spelthorne District Council



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 Spelthorne Borough.
- 9.1.2 All information and updates relating to all construction works in Spelthorne Borough will be available on the project website (www.slpproject.co.uk).
- 9.1.3 Postcards, posters or leaflets detailing the works will be shared with Spelthorne Borough Council and sent to the following community deposit points:
- Ashford Library (Church Road, Shepperton, Ashford, TW15 2XB); and
 - Staines Library (Friends Walk, Staines, TW18 4PG).
- 9.1.4 Spelthorne Borough is a predominantly urban area, with the pipeline passing through Laleham and Ashford before reaching the West London Terminal Storage facility in Hounslow.



- 9.1.5 Street works will take place along Ashford Road, Woodthorpe Road, and Station Approach. The specific requirements for works in highways will be in accordance with the Surrey Highway Authority's permitting system, which sets out the communication expectations for all road works. 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.
- 9.1.6 Public Rights of Way are also covered by the Surrey 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 diversions will be shown on the county council's online Public Rights of Way map.
- 9.1.7 Landowner communications are not covered by the CEP.



10 Location-Specific Tactical Communication Plans

10.1.1 Location-specific tactical communication plans have been prepared for the following locations within Spelthorne Borough as high-use community areas and can be found in Appendices C and D:

- Fordbridge Park; and
- Ashford Railway Station.



11 Tracking Activities

- 11.1.1 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 Spelthorne Borough Council every four weeks during the works within the borough.



12 Enquiries and Complaints

12.1.1 Project enquires and complaints should be sent to the project using the contact details in Table 12.1.

Table 12.1: Project Contact Details

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

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

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

Complaints

12.1.4 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.

12.1.5 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.

12.1.6 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
Surrey County Council
Spelthorne Borough Council

Constituencies and Council Wards

County/District/Borough	Wards
Surrey County Council	<ul style="list-style-type: none"> • Laleham and Shepperton • Ashford • Staines South and Ashford West • Stanwell and Stanwell Moor
Spelthorne Borough Council	<ul style="list-style-type: none"> • Shepperton Town • Laleham and Shepperton Green • Riverside and Laleham • Staines South • Ashford Town • Ashford North and Stanwell South

Constituency	Member of Parliament	County
Spelthorne	Kwasi Kwarteng MP	Surrey

Residents Association

Residents Associations
Ashford North Residents Association
Laleham Residents Association
Shepperton Residents Association
Ashford Road (TW18) Residents Group
Celia Crescent Residents Association



Appendix B – Community Stakeholders List

Hard to Reach Groups

Age - Older People
Age Action Alliance
Alzheimer's Society
Arthritis Care
British Red Cross
Carers Together
Drive into Action
Dementia Friends Champions
Digital Buddies
Environment Centre (EC)
Friends of the Elderly befriending scheme
Good Neighbours Support Service
Help the Aged
Leonard Cheshire Disability
Library Direct Home Service volunteers
Neighbourhood Watch
Princess Royal Trust for Carers
Royal Voluntary Service
Samaritans
Sight for Surrey
Surrey Appropriate Adult
Surrey Remap
University of the Third Age
Age - Younger People
Surrey Heath Youth Council
Surrey Youth Cabinet
Surrey Youth Focus
Science And Technology Regional Organisation (SATRO)
Traveller Communities
Property Team (Traveller Sites), Surrey County Council
Advice and Projects, Surrey Community Action
Disability
Mid Surrey Valuing People Group
North Surrey Valuing People Group
South West Surrey Valuing People Group
The Surrey Positive Behaviour Support Network
Mid Surrey Disability Alliance Network
North Surrey Disability Alliance Network
South West Surrey Disability Alliance Network



Long Term Neurological Conditions Group
Hard of Hearing Forum
Surrey Vision Action Group
Surrey Deaf Forum (run by Surrey Coalition)
Surrey and North East Hampshire Independent Mental Health Network

Local Interest Groups

Economic and Business Groups
Business Network International (Surrey)
Connect Surrey (Farnham and Woking)
Surrey Chambers of Commerce
Environmental Groups
National Trust
Surrey Wildlife Trust
Woodland Trust
Surrey Nature Partnership
Surrey Archaeological Society
National Farmers' Union
Country Land and Business Association
Campaign to Protect Rural England (CPRE)
Public Rights of Way
The 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
Schools
Clarendon Primary School
St James Senior Boys' School
Thomas Knyvett College



Appendix C – Location-Specific Tactical Engagement Plan

Fordbridge Park

The activities set out in this tactical plan are in addition to the community engagement activities outlined within the Community Engagement Plan (CEP) for Spelthorne Borough Council.

This plan is split into three sections:

- description of the area;
- tactics for communicating; and
- mailing area.

Description of the Area

Figure 1: Map of Order Limits through Fordbridge Park



Fordbridge Park is a seven-hectare park located in Ashford, Surrey. There are a number of formal and informal footpaths.

Please see the Site-Specific Plan for Fordbridge Park for details of the installation works.



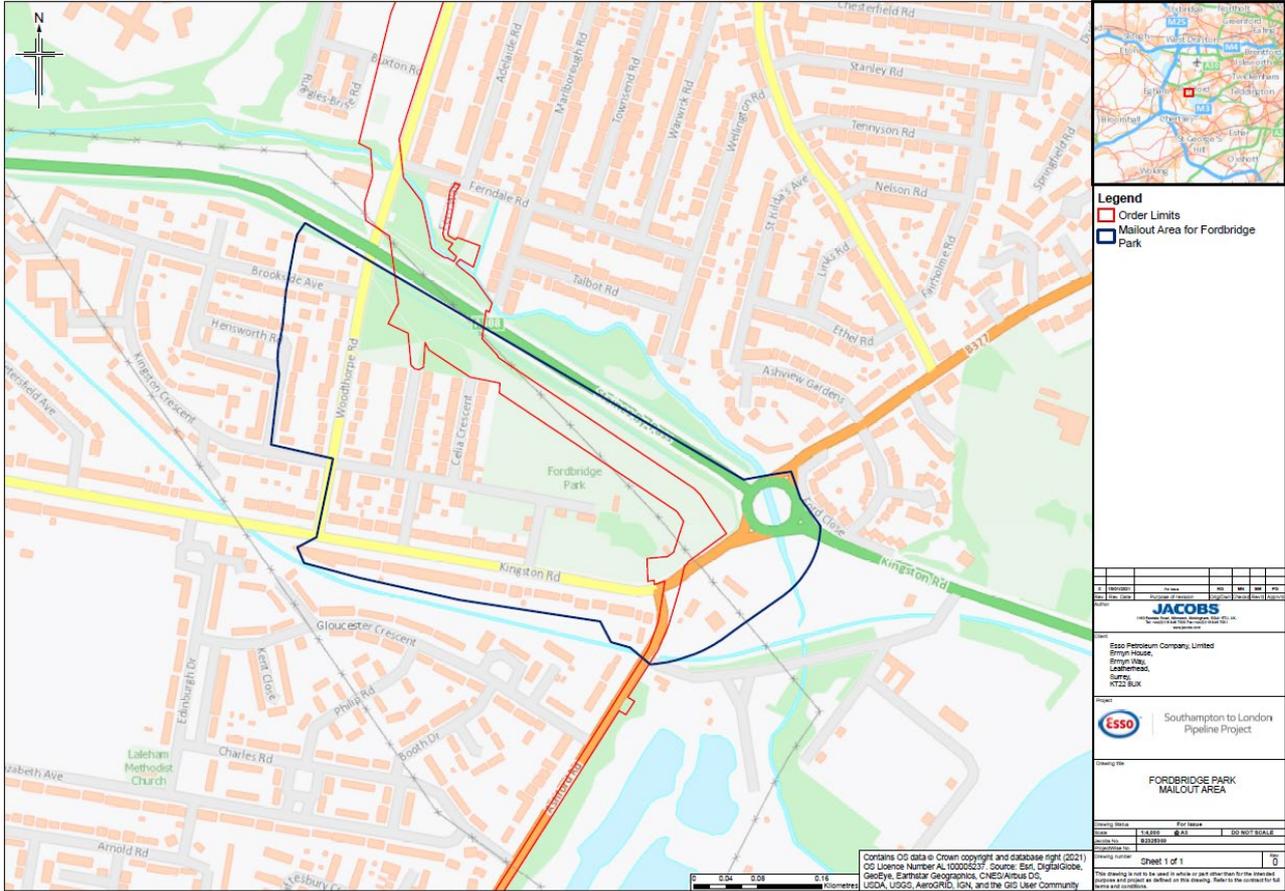
Tactics for Communicating

These activities are in addition to the regular activities as outlined within the CEP.				
When	What	Target audience	Description	Distribution / Reach
Pre-installation works				
All communications activities for the pre-installation works in Fordbridge Park are covered by engagement activities set out in the CEP.				
During installation				
Two weeks prior	Direct mail (postcard or leaflet)	Local residents	Mailout containing details of the upcoming works	See Figure 2 below
Two weeks prior	Dedicated web page on project website	Park users and affected residents	Dedicated page on the project website to provide specific information about works and timings in Fordbridge Park.	Regular park users, local residents and interested members of the community
Two weeks prior	Notices within the park	Park users and affected residents	Temporary notices to be installed (with the permission of the landowner) at the following locations: <ul style="list-style-type: none"> • Fordbridge Park car park • Woodthorpe Road accesses • Celia Crescent access 	Regular park users, local residents and interested members of the community
Two weeks prior	Project presence “pop-up in the park” (at least three separate days – one Saturday, Sunday and weekday)	Park users and affected residents	Project team presence in the park with a branded project marquee. Information will be shared on expected timings, plans and reinstatement	Regular park users, local residents and interested members of the community
Minimum two weeks prior	Newspaper advertisement	Local residents	Advertisement in Surrey Advertiser and the Surrey and Hants News containing details of the upcoming works and timings in the park	Interested members of the community who are not regular users of the park and do not live within close proximity
Day one	Site notices	Park users	Temporary notices to be installed on hoarding/fencing surrounding installation sites	Regular park users, local residents and interested members of the community
Reinstatement				
All communications activities for the reinstatement works in Fordbridge Park are covered by engagement activities set out in the CEP.				



Mailing Area

Figure 2: Map of Mailing Area for Fordbridge Park





Appendix D – Location-Specific Tactical Engagement Plan

Ashford Railway Station

The activities set out in this tactical plan are in addition to the community engagement activities outlined within the Community Engagement Plan (CEP) for Spelthorne Borough Council.

This plan is split into three sections:

- description of the area;
- tactics for communicating; and
- mailing area.

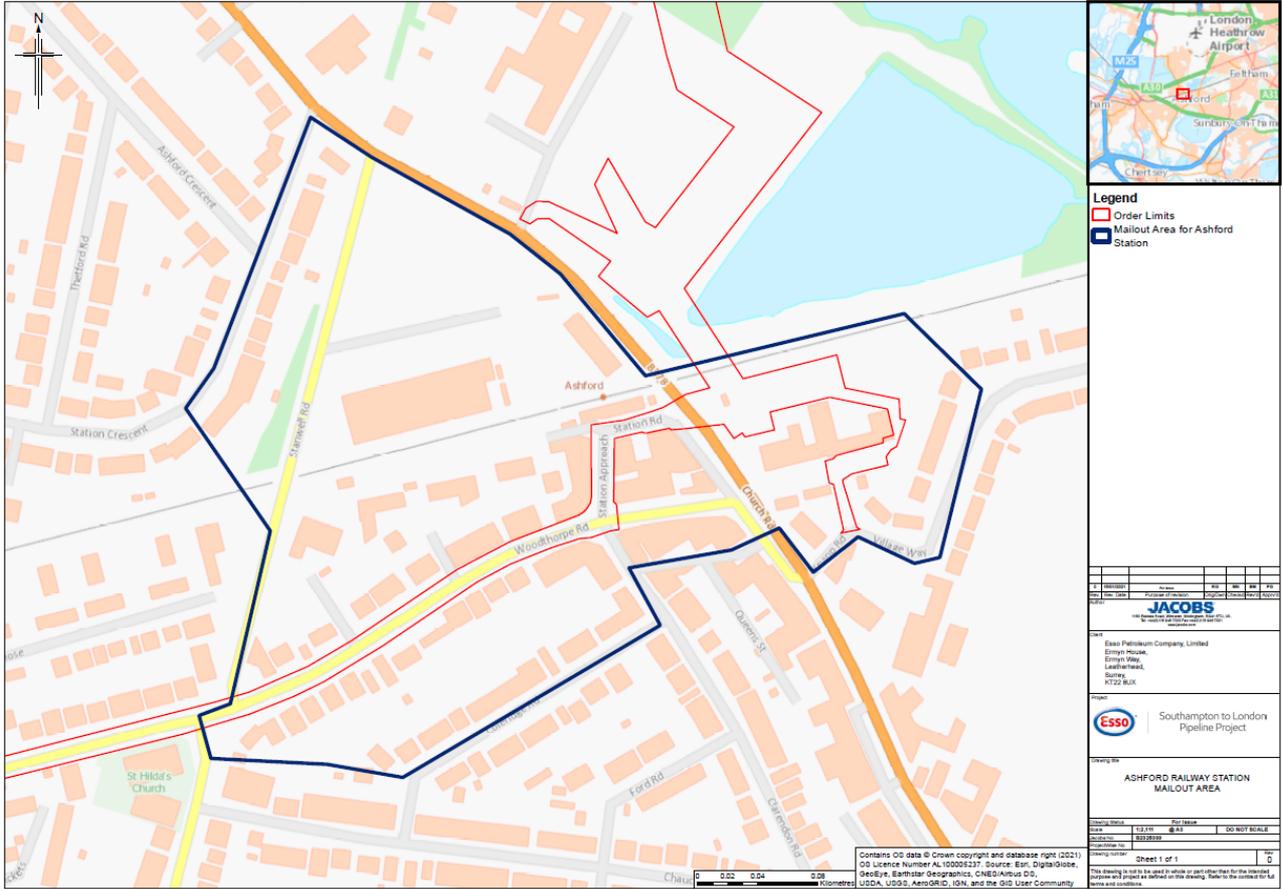
Tactics for Communicating

These activities are in addition to the regular activities as outlined within the CEP.				
When	What	Target audience	Description	Distribution / Reach
Pre-installation works				
All communications activities for the pre-installation works in Ashford Railway Station are covered by engagement activities set out in the CEP.				
During installation				
Two weeks prior	Direct mail (postcard or leaflet)	Local residents	Mailout containing details of the upcoming works	See Figure 2 below
Two weeks prior	Dedicated web page on project website	Town centre and Station users and affected residents	Dedicated page on the project website to provide specific information about works and timings at Ashford Railway Station	Regular town centre and station users, local residents and interested members of the community
Two weeks prior	Notices within the station	Town Centre and Station users and affected residents	Temporary notices to be installed (with the permission of the landowner) at the following locations: <ul style="list-style-type: none"> • Station Approach access • Ashford Railway Station car park • Ashford Railway Station notice board • B378 Church Road access 	Regular town centre and station users, local residents and interested members of the community
Two weeks prior	Project presence “pop-up in the park” (at least three separate days – one Saturday, Sunday and weekday)	Town centre and station users and affected residents	Project team presence in the station with a branded project marquee. Information will be shared on expected timings, plans and reinstatement	Regular town centre station users, local residents and interested members of the community
Minimum two weeks prior	Newspaper advertisement	Local residents	Advertisement in Surrey Advertiser and Surrey and Hants News containing details of the upcoming works and timings in the station	Interested members of the community who are not regular users of the station and do not live within close proximity
Day one	Site notices	Station users	Temporary notices to be installed on hoarding/fencing surrounding installation sites	Regular town centre, station users, local residents and interested members of the community
Reinstatement				
All communications activities for the reinstatement works in Ashford Railway Station are covered by engagement activities set out in the CEP.				



Mailing Area

Figure 2: Map Showing Mailing Area for Ashford Railway Station



Appendix E – 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.

