

Southampton to London Pipeline Project

Community Engagement Plan (CEP)

Revision No. 1.0

June 2021

London Borough of Hounslow





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1 Introduction

- 1.1.1 The project within this local authority area is 1 stage, based on geographical area. London Borough of Hounslow is host to 106m of the 97km pipeline route, all contained within Esso's West London Terminal storage facility. This Community Engagement Plan (CEP) applies to the section of works between (507 005E, 173 347N) and (507 126E, 173 380N) in the London Borough of Hounslow. This is shown on Sheet 13 in the Stages of the Authorised Development.
- 1.1.2 This Community Engagement Plan (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;
- 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 London Borough of Hounslow.
- 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 below.

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...

Key engagement groups

- London Borough of Hounslow.



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.	Local government



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
 - 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	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. If this activity takes place directly before main works, communications of preparation activities will be merged into main works communications.
Installation	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.
Reinstatement	If reinstatement is completed directly after the main works, communication will merge into the main works activities. 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.

- 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 Hounslow Borough

- 9.1.1 The only works within London Borough of Hounslow are within the existing Esso West London Terminal storage facility boundary and any community interface with this part of the project will therefore be minimal.
- 9.1.2 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.
- 9.1.3 All information and updates relating to all construction works in London Borough of Hounslow will be available on the project website (www.slpproject.co.uk).
- 9.1.4 Access to the existing Esso West London Terminal storage facility will be via Short Lane, in Spelthorne Borough Council. This will be managed by the Surrey Highway Authority's permitting system, which sets out the communication requirements for all roadworks. The project will adhere to these permits and any traffic diversions will be shown on the county council's online traffic map. Permitting requirements usually include sending letters to residents, detailing works and parking arrangements. Details of traffic management in place will also be included on the project website.
- 9.1.5 Landowner communications are not covered by the CEP.



10 Enquiries and Complaints

10.1.1 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	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 8UV

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

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

10.1.4 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.

10.1.5 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.

10.1.6 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.