



THAMES TUNNEL

**STAKEHOLDER AND COMMUNITY
ENGAGEMENT STRATEGY:
CONSULTATION DRAFT**

In relation to the planning and environment programme for the Thames Tunnel project

14/10/2008

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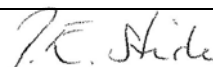
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THAMES TUNNEL

STAKEHOLDER AND COMMUNITY ENGAGEMENT STRATEGY

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1.1 INTRODUCTION

1.2 Purpose of this Paper

- 1.1.1 Thames Water is seeking the views of relevant London local authorities and strategic pan London stakeholders on its Stakeholder and Community Engagement Strategy for the proposed Thames Tunnel Project (the Project). This paper is a consultation document and comments are invited on the proposed methodology it sets out.
- 1.1.2 The proposed methodology is concerned with all consultation and engagement activities that relate to the preparation and submission of an application for development consent for the Project. It is, however, a 'live' document that will evolve over time, and it will take into account, amongst other things, comments received from consultees during the methodology consultation, any Government guidance produced in relation to the proposed Infrastructure Planning Commission (IPC). Updated versions of the strategy will be produced and circulated as necessary.
- 1.1.3 The current focus of the Thames Tunnel project team's work is the site selection exercise and therefore this version of the Stakeholder and Community Engagement Strategy focuses in particular on the associated consultation and engagement activities.

1.3 The Structure of this Paper

- Section 1 sets out our aims and overall approach to consultation and engagement.
- Section 2 outlines the process of agreeing the methodologies being presented for consultation and the aims of the consultation workshops.
- Sections 3-5 outlines a range of activities and methods we will use during site selection.
- Section 6 sets out those activities that will be undertaken after site selection and prior to the submission of an application for development consent.
- Section 7 sets out indicative post submission engagement and consultation activities.
- Section 8 sets out indicative post scheme approval engagement and consultation activities.
- Section 9 provides information on how to comment on the methodologies set out in this document.

1.4 Aims

- 1.3.1 The aims of the Stakeholder and Community Engagement Strategy are to ensure that:
- Accurate and high quality information and explanation of the Project is available and disseminated at all stages of the planning process and beyond.
 - All parties, ranging from statutory interests through to business, local communities, harder to reach groups and individual residents, have good access to information and project staff.
 - There are genuine and appropriate opportunities for all those parties to become involved in the planning process and to influence the application for development consent.

1.5 Approach

- 1.4.1 The proposed engagement and consultation activities are informed by our experience of previous stakeholder and community engagement programmes for major development projects and our knowledge of the various London Local Authorities likely to be affected by the development of the proposed Thames Tunnel.
- 1.4.2 In developing this strategy we have taken into account relevant current and forthcoming Government policy and guidance for stakeholder and community engagement in relation to

the development of major infrastructure projects to ensure that our approach is in line with both the policy requirements and recognised best practice including:

- Consultation Institute/RTPI Consultation Charter (2003).
- PPS 12: Local Spatial Planning (2008) including guidelines on the development of Statements of Community Involvement;
- White Paper on Planning for a Sustainable Future (2007); and
- Code of practice on the dissemination of information (1999).

Consultation Institute/RTPI Consultation Charter

1.4.3 Thames Water is a member of the Consultation Institute and subscribes to the recognised industry best practice as set out by the Royal Town Planning Institute, the Government's Code of Practice on Consultation (revised July 2008) and the Consultation Institute's Guidelines on Effective Community Involvement and Consultation. Seven principles are embraced by the Consultation Institute's 2008 revision of their 2006 charter:

- Integrity – ensuring that the consultation has an honest intent
- Visibility – meaning that those most directly affected by the plans are aware of the process
- Accessibility – the ease with which potential participants can get involved
- Confidentiality – the transparency of the process within the limits of commercial confidentiality
- Full Disclosure – requiring consultors and consultees to be transparent with each other
- Fair Interpretation – ensuring data is analysed and interpreted objectively
- Publication – ensuring the consultation outputs and eventual outcome are available

PPS12: Local Spatial Planning

1.4.4 Thames Water's approach also embraces PPS12 which sets out a framework for Local Authorities' Statements of Community Involvement and advises on the following matters:

- Details of how more diverse sections of the community are engaged
- Identification of which umbrella organisations and community groups need be involved at different stages of the planning process, with special consideration given to those groups not normally involved
- Details of a promoter's approach to pre-application discussions
- How landowner and developer interests will be engaged

1.4.5 Thames Water has checked all the relevant Local Authorities' strategies for community involvement and believes this strategy meets the high standards embraced by them.

White Paper on Planning for a Sustainable Future

1.4.6 The White Paper on Planning for a Sustainable Future, 2007 sets out the Government's detailed proposals for reform of the planning system.

1.4.7 The White Paper proposes the creation of a new Infrastructure Planning Commission (IPC) to determine major infrastructure projects (Nationally Significant Infrastructure Projects). The aim is to provide a more timely, efficient and predictable system which is also more transparent and accountable, and to improve the ability of the public and communities to participate effectively in the decision making process. It is a working assumption that the application concerning the Thames Tunnel will be brought forward under the new Nationally Significant Infrastructure Project regime.

- 1.4.8 In relation to this stakeholder and community engagement strategy, the proposals set down in the White Paper suggest that the IPC will only begin formal consultation on an application once it has been accepted. The activities set out in this plan should generally be regarded as pre-application consultation as most will occur prior to an application being submitted. This front-loading of consultation is recognised as best practice for major development proposals or those that are likely to prove controversial.
- 1.4.9 We have endeavoured to meet the consultation and engagement standards suggested in the White Paper, but we will review our approach once the Government issues formal guidance relating to consultation on Nationally Significant Infrastructure Projects.

Dissemination of Information

- 1.4.10 The Code of Practice on the Dissemination of Information has been developed out of the existing Code of Practice on Access to Government Information (COPAGI). This Code set out the rights and responsibilities of the 'promoter', local authority, land owner, Government departments and other Crown bodies, the general public and the professional services and the media in relation to the dissemination of information in relation to major infrastructure developments.
- 1.4.11 Two of the six stages identified are currently relevant to this plan as they relate to the pre-application stage and information dissemination during this time namely:
- Stage one: 'preliminary' or very early formative stages of the project
 - Stage two: 'options assessment' stage where the initial idea will have emerged from the preliminary concept stage, acquired some general form, scale, timetable and public awareness
- 1.4.12 It is worth stressing that the Code addresses only the problems of 'generalised blight' and is therefore concerned solely with the effects of uncertainty operating on the property market. It is not concerned with access to information for any other purpose. Therefore, it only relates to the economic interests of property owners, occupiers or would be owners.
- 1.4.13 When implementing the stakeholder and community engagement methodology detailed here, as promoter we will take into the account the points below, as suggested in the code:
- Presume that any information requested should be made available to those with property interests which are likely to be affected unless, having regard to all circumstances, harm from its publication would outweigh the benefits;
 - Recognise that the expected benefits flowing from the proposed development may be accompanied, in part, by disadvantages to some individuals or sections of the community. The promoter's publicity should be balanced and refer to the means of redress;
 - Recognise that rumour about the proposed development may cause anxiety and stress to local people and may affect the local property market and will need to be addressed by accurate information;
 - Recognise that a policy of openness about a proposed development is likely to cause less anxiety on the part of those affected than a perception on the part of the public that the promoter 'has something to hide'; and,
 - Wherever possible, provide a best estimate of the timing of various stages through which the project will pass, although caution should be exercised because if reality is significantly different, problems can be magnified.

Table 1: Consultation Questions 1-3	
1.	Do you agree with the overall aims and approach of the Stakeholder and Community Engagement Strategy?
2.	Do you believe it meets the requirement of your Authority's Statement of Community Involvement?
3.	Please tell us your views on the overall approach, particularly if you have answered 'no' to questions 1 and/or 2.

1.6 Ongoing Dialogue

1.5.1 Throughout the site selection period and beyond, and in addition to the local stakeholder engagement identified here, we will ensure an ongoing and constructive dialogue between Thames Water's Project Team and relevant London Authorities, statutory consultees and other stakeholders. These discussions will cover, amongst other things:

- General updates on project progress;
- Emerging planning issues;
- Conformity with planning policy;
- Emerging design issues;
- Emerging EIA issues and proposed mitigation measures;
- Transportation and highway matters; and,
- Any other specific issues arising e.g. environmental health issues, socio-economic considerations, ecology, archaeology etc.

1.5.2 It is envisaged that these discussions will take various forms depending upon the issues to be discussed, including:

- A pan London Thames Tunnel Forum involving all of the Local Authorities together with strategic pan London stakeholders potentially affected by main and intermediate shaft sites and CSO sites. We envisage this will involve senior decision makers from all the organisations listed in Annex1;
- Workshops and meetings within individual Local Authorities (cross departmental);
- Focused group meetings with targeted attendees depending on issues to be discussed; and,
- One to one meetings with individuals from London Local Authorities.

Table 2: Consultation Questions 4-	
4.	With regard to a Thames Tunnel Forum, please provide your views on the frequency of meetings and whether there is a need for an over-arching forum and who should attend.
5.	Do you have any other comments on the ongoing dialogue suggestion?

2 AGREEING THE FRAMEWORK

2.1 Introduction

2.1.1 This section covers the early consultation work with Local Authorities and the relevant strategic pan London stakeholders in relation to our draft methodology for site selection and stakeholder engagement.

2.1.2 The proposed site selection methodology together with this stakeholder and community engagement strategy has been sent to contacts in each of the potentially affected Local Authorities and strategic pan London stakeholders, as listed in Annex 1, for consultation and feedback. To accompany the methodology, there is a technical report outlining the design, construction and operational considerations leading to the engineering site requirements.

Site Selection Methodology: Consultation workshops with affected London Local Authorities and other stakeholders

2.1.3 To aid the methodology consultation with the potentially affected London Local Authorities and other stakeholders, three consultation workshops have been organised (in east, west and central London) to engage the London Local Authorities and relevant strategic pan London stakeholders on the site selection methodology. These events have been designed to provide the opportunity for the thinking behind the proposed methodology to be presented and discussed, and questions on the methodology answered.

2.1.4 A list of invitees to these workshops can be found in Annex 1.

2.1.5 Four or five relevant London Local Authorities are invited to attend each workshop and we suggest that a representative from planning policy, development control, environmental health and highways attend. It is assumed that strategic pan London stakeholders will attend the most local or convenient workshop. The overall aims of the workshops are to:

- Establish a basis for a long term relationship and dialogue with local authorities and relevant strategic pan London stakeholders;
- Increase understanding of project history and the current proposals;
- Identify local factors which need to be addressed in our plans;
- Help participants to understand the wider benefits and the pan London, linear nature of the project;
- Understand participants' expectations, initial concerns and ideas; and,
- Generate initial feedback on methodology and questions.

Activity – Three all-day workshops with relevant Officers from London Local Authorities and relevant statutory and utility stakeholders
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Timing – Early November 2008

Assessment of consultation responses and preparation of report

2.1.6 Following the twelve week consultation period, Thames Water will assess the consultation responses on the Site Selection Methodology and Stakeholder and Community Engagement Strategy. A report will be prepared detailing the consultation responses and any changes to both methodologies and issued to the affected London Local Authorities and other stakeholders.

2.1.7 Following a final two-week period of consultation on the revised site selection methodology, the final Site Selection Methodology and Stakeholder and Community Engagement Strategy will be adopted and issued to all of the potentially affected Local Authorities and strategic pan London stakeholders.

Activity – Final Site Selection Methodology and Stakeholder and Community Engagement Strategy issued to consultees

Timing – To be issued Spring 2009

3 PHASE 1: INITIAL ACTIVITIES AND STAKEHOLDER AUDIT OF SHORT-LISTED SITES

3.1 Introduction to Activities

3.1.1 The communications and engagement activities identified in sections 3-5 of this strategy relate to Stages 1, 2 and 3 of the site selection methodology, leading up to the point of submission of an application for development consent (see diagram Annex 2). We also give indicative activities that might take place post submission and post approval to show how the early investment in pre-application consultation and engagement could be followed through and to seek early feedback on these phases.

3.2 Phase 1 Site Activities

3.2.1 Phase 1 relates to stage 1 in the site selection methodology, namely the creation and assessment of a long list of sites; creation and assessment of a shortlist of sites; and creation of a list of preferred sites (see diagram Annex 2).

3.3 Audit of Short-Listed Sites

3.3.1 Site visits by the Thames Water project team and related desk research will feed into the overall assessment of the effect of the proposed development on a given community, including relevant equality groups. Consideration will be given to the most appropriate and effective way to engage with local stakeholders should a short-listed site become a preferred site.

3.3.2 Site visits will take place for each of the short listed sites to confirm each site's characteristics and suitability. In addition to planning and environmental assessments we will carry out an initial local community and stakeholder audit aiming to:

- Establish and understand the broader history and social ownership of the site and its immediate neighbourhood;
- Better understand levels of use of the sites in question, any activities in evidence, visible social facilities and ethnic/cultural use; and,
- Carry out an initial assessment of the equalities and diversity implications of development at each site, the findings of which will have a bearing on how we communicate with a specific community, particularly the likely need for translation or language support during later stages of the consultation.

3.4 Stakeholder Audit

3.4.1 Given the likely level of interest by local people and community stakeholders in the short-listed sites the audit will also begin the task of identifying individuals and groups we will want to prioritise for later contact in relation to each short-listed site, e.g:

- Local MPs and London MEPs;
- Ward Councillors;
- Community interest groups (e.g. resident or commercial tenants associations);
- Local community level media (e.g. community newsletters, websites, message boards);
- Members of local environmental groups;
- Civic societies, (e.g. conservation societies), faith groups and faith meeting places; and,
- Local business community (e.g. local Chamber of Commerce, CBI representatives and other important local business leaders).

3.4.2 The audit findings will all feed into the wider assessment of the short-listed sites and inform the later communications and engagement activities for the sites finally selected. A paper

detailing the draft short list will be the subject of a confidential consultation (in accordance with the Code of Practice on the Dissemination of Information discussed at paragraphs 1.4.1 -1.4.13) with the potentially affected Local Authorities plus strategic pan London stakeholders.

Activity – Consultation Paper on Draft Short List of sites

Timing – Summer/Autumn 2009

Issue of paper on short list of sites to consultees

- 3.4.3 Following a 28 day period of consultation on the draft short-listed sites paper, we will issue a paper detailing the short-listed sites to all of the affected London Local Authorities and strategic pan London stakeholders.

Activity – Paper presenting short list of potential construction sites

Timing – Autumn/Winter 2009

4 PHASE 2: ENGAGEMENT ON PREFERRED SITES

4.1 Introduction

4.1.1 Phase 2 Engagement covers those activities relating to Stage 2 of the Site Selection Methodology which concerns engagement on the preferred list of shaft and CSO sites (see diagram Annex 2). This phase proposes a range of information, consultation and engagement activities focusing on stakeholders with an interest in a specific preferred site, members of the public and local Councillors and other community leaders. Activities in this phase will include the following five main elements

- A project website
- A series of face to face briefing meetings with local stakeholders in each of the affected communities
- Information giving
- Specific communication with local Councillors
- A programme of public exhibitions

4.2 Project Website

4.2.1 At preferred site stage the current project website will see an increase in the amount of information covered and its role as a means of encouraging feedback. The project website will be embedded in Thames Water's new corporate website which has been built to best practice standards in terms of accessibility and usability and is currently being assessed by the Shaw Trust for accessibility and accreditation. It is anticipated that pages will be devoted to the pre-application process, exhibition dates, information on the preferred sites, frequently asked questions and the project timetable. It is also envisaged that there will be an interactive element encouraging feedback from stakeholders, and links to other relevant web pages.

Activity – Dedicated Project pages within Thames Water website
Timing – Goes Live Autumn 2009

4.3 Briefings with Local Stakeholders

4.3.1 For each of the main and intermediate sites, we anticipate offering local stakeholder representatives a face to face briefing before the commencement of wider communication and engagement activities with the local communities likely to be affected. The aim of these briefings is to ensure that community leaders, both formal and informal understand the proposals and have a level of initial information and background that will not be possible to convey in an initial leaflet. Briefing arrangements for local stakeholders near CSO sites will be slightly different (unless they are very close to a main or intermediate shaft site) and we currently envisage these being carried out on a grouped basis geographically.

4.3.2 Community stakeholder representatives are defined as the Ward Councillors, local MP and other community leaders or organisations that formally or informally represent local interests including, but not exclusively:

- Landowners
- Key Landlords
- Local businesses
- Commercial tenants
- Local people living nearby, using or overlooking a given site,

- Voluntary organisations
 - Faith communities
 - Local schools and colleges in immediate vicinity
- 4.3.3 It is proposed that the individuals who will be invited to the briefing sessions will be identified via the initial local community/stakeholder audit, media monitoring, discussions with Local Authority Officers and the Thames Water stakeholder database. Where they exist and are seen as an appropriate body by the Local Authority for initial briefings we will also use existing Area Forums or similar as a possible link into community stakeholder networks.
- 4.3.4 The initial briefings would cover a range of issues including: explanation of the project as a whole, the site selection methodology, the process of developing a short list, the identification of the preferred list of sites and the communications and information programme which is about to start with local communities.
- 4.3.5 These briefings would take place as near to the preferred construction site locations as possible. The number of briefings required would depend on the number of stakeholder representatives in each location who are keen to engage. These sessions would also cover issues related to any CSOs located near each of the preferred sites.

Activity – Up to two stakeholder briefings per preferred site and one further briefing for grouped CSOs to ensure communities are informed of the rationale behind the proposals and are aware of the forthcoming engagement activities
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Timing – Winter 2009/Spring 2010

4.4 Information Giving

- 4.4.1 Written information provided to communities living near preferred shaft sites and CSOs sites will include both generic and specific information leaflets throughout the pre-application programme period. These will be delivered to all those communities likely to be directly impacted by the construction of the shafts for the tunnel and the work to connect the CSOs.
- 4.4.2 We will also regularly issue information to the local press and other media.

Activity – Generic and specific information leaflets; press releases and other publicity

Timing – Autumn 2009 to submission of planning application

4.5 Communication with Local Councillors

- 4.5.1 We anticipate that in a number, if not all of the preferred site locations, ward Councillors will take a keen interest and possibly a leadership role in relation to co-ordinating community concerns, opposition or support. How precisely we communicate with local Councillors will depend on the Local Authority concerned and its protocols. However, our strategy proposes a number of opportunities for Councillors to get involved and to be kept abreast of developments, as follows:
- Through Local Authority Officer briefings at any stage of the project;
 - Through attendance at regular Thames Water liaison meetings with the Local Authority (where this is Local Authority policy);
 - Through attendance at the senior Officer workshops planned (where this is Local Authority policy);
 - By invitation to the initial community briefings of community stakeholder representatives;

- Through receiving all leaflets, flyers and letters - sent directly to their Town Hall mail-box as well as by e-mail where this is appropriate;
- By invitation to the relevant preferred site and grouped CSO exhibitions;
- Through receiving the selected sites letter and report;
- By invitation to the second round of engagement with community stakeholder representatives; and,
- By invitation to the pre-planning exhibition.

4.5.2 In addition we would propose ad-hoc briefings, by e-mail and face to face with a lead Councillor for each site where the Local Authority is comfortable with this level of direct contact. Where not we will clear with each Local Authority concerned whether they are happy with the direct contacts outlined in 1-8 above and if not, seek clarity as to how information will reach the Councillors from council Officers.

Activity – Regular communication with local Councillors appropriate to the Local Authority concerned

Timing – Late Autumn 2009 or as soon as the locations of the preferred construction sites are known and through to submission of the application in 2011

4.6 Exhibitions for preferred sites and remaining grouped CSOs

- 4.6.1 Once the briefings with community stakeholder representatives have been completed, exhibitions will be held near each of the preferred shaft sites. These exhibitions will also include information on those CSOs located near the preferred site. Other CSOs will be geographically grouped and a series of further exhibitions held to consult on the proposed work in these locations. In this way, it is likely that there would be an exhibition in all 13 of the London Local Authorities expected to be affected by the construction of the tunnel.
- 4.6.2 The exhibitions would provide information on the Thames Tunnel project as a whole, the site selection methodology and preferred sites. The exhibitions would be an important two-way communication between Thames Water and members of the public. The exact location and number of exhibitions required (related to the possible grouping of CSOs) will be decided as soon as the location of the preferred sites is known.
- 4.6.3 The events will be staffed by members of the Thames Tunnel project team and its consultants so that questions can be answered and information on display explained in more detail if required.

Activity – Exhibitions at each of the preferred sites and grouped CSO sites to inform local community and interest groups of the projects scope and potential impact and gain their feedback on the preferred sites
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Timing – Winter 2009

4.7 Preparation of report on engagement responses

- 4.7.1 Following the exhibitions, a report will be prepared for the planning stakeholders (i.e. the relevant London Local Authority Planning Officers and statutory consultees involved in the earlier workshops on the site assessment methodology) providing analysis of the engagement responses and how we are dealing with these.

Activity – Report on engagement responses issued to London Boroughs and other pan London statutory consultees
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Timing – Report to be issued Early Summer 2010

5 PHASE 3: ENGAGEMENT ON SELECTED SITES

5.1 Introduction

5.1.1 Phase 3 engagement covers those activities relating to Stage 3 of the Site Selection Methodology, namely reassessment following phase 2 engagement exercise and final selection of sites (see diagram Annex 2). This phase of communication and engagement focuses on the selected sites and the potential design and operation of each site together with discussions with local authorities and stakeholders. All these activities will be reported back to the general public in pre-application exhibitions.

Preparation of report on selected sites and letter to consultees

5.1.2 Once a review of the preferred sites has been completed and selection decisions approved in the light of the feedback from the engagement process, a report and cover letter on the 'selected' sites (i.e. the sites to be taken forward for development consent) will be issued to all the statutory consultees and made available to the general public via the Thames Water website. This will be followed by a 21-day consultation period.

Activity – Report for consultees on selected sites, selected sites information leaflet
Timing – Summer 2010

5.2 Engagement Activities Relating to Selected Sites

Second round of engagement with local stakeholder groups

- 5.2.1 In the months following the identification of the selected sites, a number of briefings will be set up at or near each of the selected main construction sites. These meetings will allow us to explain why a given site has been selected and to begin talking to the communities affected about possible mitigation measures and what happens next.
- 5.2.2 The attendees at these meetings should ideally be very similar to those who attended the initial stakeholder briefings and it is at this meeting that we will try to formalise the make-up of a 'community liaison group' discussed during the initial briefings.
- 5.2.3 The objective of these meetings will be to discuss in more detail the main areas of concern and to try and identify potential solutions. They will also discuss potential planning and environmental concerns for the site in question and potential mitigation measures. Additional meetings will be held with community liaison groups to discuss these issues further if required.

Activity – Creation of constructive dialogue with the local communities affected to address concerns and identify potential solutions.
Timing – Potentially from Autumn 2010 to submission of application in late 2011

Table 3: Consultation Questions 6-7
6. Knowing your communities as you do, do you think local stakeholders will be prepared to form community liaison groups?
7. Will you want to be present at these meetings?

6 CONSULTATION ACTIVITIES SUBSEQUENT TO SITE SELECTION

6.1 Ongoing Liaison with Local Planning Officers and Councillors and Other Stakeholders

- 6.1.1 In the period between the final site selections being made public and the submission of the final application for development consent, there will be a need for communication with local planning Officers and Councillors and other identified stakeholders. The majority of this work will be undertaken by the Thames Tunnel Project Team and via our Local and Regional Government Liaison Officer Team.

Activity – Responding to community related issues generated during project team's ongoing liaison with planning Officers and Councillors and other relevant stakeholders

Timing – Autumn 2010 to Winter 2011

6.2 Final Pre-application Exhibitions at Selected Shaft Sites

- 6.2.1 Prior to submission of the application for development consent, a second round of public exhibition events will be undertaken. These will be located as close to the main shaft sites as practicable and include those CSO sites in a similar geographical area to a main site. Exhibitions for other CSO sites will be grouped as appropriate.
- 6.2.2 The exhibitions will show clearly the project as a whole and include information on the final tunnel alignment. It is intended that these exhibitions will provide the local community and stakeholders with a summary of the proposed Project, supporting studies and the comments received and how they have influenced the final application for development consent. There will also be site specific information and a variety of ways for those attending to make their views known.

Activity – Second series of public exhibitions to provide local communities and interest groups with details of the final application and details of how their feedback helped shape the decisions

Timing – Autumn 2011

6.3 Statement of Community Involvement

- 6.3.1 Following the events, a report of the feedback will be produced and incorporated into a formal Statement of Community Involvement (SCI) which we will submit with the application for development consent and which will identify all the communications and engagement activities which took place, the numbers engaged and summarise the feedback gained and the impact this had on the final site selection decisions and mitigation/compensation measures proposed.

Activity – A report in the form of a formal Statement of Community Involvement to accompany Thames Water's planning application

Timing – Late Autumn 2011

6.4 Stakeholder Comments: Capture and Feedback

- 6.4.1 Throughout phases 2 and 3 we will ensure that local stakeholder feedback will be captured, recorded and fed back to all those involved in the pre-application discussions and the public in general in a number of ways including:
- At public exhibitions, in addition to feedback forms, recorded discussions, stick-it notes we will design a 'graffiti wall' allowing visitors to write comments directly onto

one or two display boards, such as an aerial photograph of the preferred and selected sites.

- Outside of exhibitions the Thames Water customer helpline and the Thames Tunnel website will provide routes via which feedback can be given and questions answered.
- We will show the difference stakeholders' comments have made to the final proposals via our website, the second round of local stakeholder briefings, leaflets, press briefings and the final public exhibition.
- All comments received and our decisions relating to them will be summarised in the formal Statement of Community Involvement, which will become part of the planning submission. This Statement will show the difference stakeholders' comments have made to the final proposals, and will be publicly available.

Table 4: Consultation Questions 8-9

8. Do you have any comments on the comments capture and feedback loops proposed?

9. By what additional means do you think Thames Water should give feedback to interested parties?

7 POST-SUBMISSION

7.1 Introduction

7.1.1 This section of the report relates to activities following formal submission of the application for development consent to the Infrastructure Planning Commission (IPC).

7.1.2 Following submission of the documentation for formal approval, it will be important to maintain communication and engagement with the stakeholders and communities with which relationships have been developed during the site selection and pre-application phases.

7.1.3 The type of activities that we envisage undertaking includes the following:

- Ongoing liaison with local planning Officers and Councillors and relevant strategic stakeholders;
- Ongoing liaison with community stakeholders;
- Information leaflets;
- Drop in sessions; and
- Post Approval Activities and programme (see 8.2).

Ongoing liaison with local authority Officers and Councillors

7.1.4 In the months following the submission of the application, there is likely to be a need for ongoing communication with local planning Officers and Councillors to answer questions in relation to the application. The majority of this work will be undertaken by the Thames Tunnel Project Team and via our Local and Regional Government Liaison Officer Team.

Activity – Responding to questions around community related issues generated by planning Officers and Councillors and strategic stakeholders following the application's submission
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Timing – Winter 2011 to determination of the application

Ongoing liaison with community stakeholders

7.1.5 Building on the liaison with the community stakeholders that will have taken place during the pre-submission phases, there will be a level of ongoing engagement with the communities around the selected sites and potentially a number of the higher profile CSO sites. Wherever possible, engagement will be via the formal community liaison groups, set up during the site selection phase.

7.1.6 Alternatively, the community leaders (both formal and informal) who attended briefings during the site selection phases would again be used as the link to the community.

7.1.7 The aim of this ongoing engagement would be to respond to ongoing concerns raised by the community, continue discussions around potential mitigation and compensation measures and keep the community up-to-date with the progress of the application through the determination process. Thames Water is committed to ongoing engagement with the communities likely to be affected by the proposed development of the Thames Tunnel.

7.1.8 It is not envisaged that regular meetings will be required, rather we are available to respond to enquiries.

Activity – Responding to enquiries from community stakeholders during post-
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submission period

Timing – Winter 2011 to determination of the application

Information leaflets

- 7.1.9 There may be a need for further generic or specific information leaflets to be sent to the communities living near the selected sites to ensure that they are kept up to date with the application determination process. These leaflets could be used to update the wider community on the outcome of meetings with local stakeholders or liaison group.
- 7.1.10 It is anticipated that only one or two leaflets will be required during the determination of the application.

Activity – Provision of ongoing project updates for the community stakeholders

Timing – Winter 2011 to determination of the application

Drop in sessions

- 7.1.11 The drop-in sessions would be staffed by a number of Thames Water personnel and open during a weekday and weekend to enable all sectors of the community to attend.

Activity – Mini-events at which members of the public can discuss concerns around site selection and mitigation measures identified
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Timing – Winter 2011 to determination of the application

8 POST-APPROVAL ENGAGEMENT

8.1 Introduction

8.1.1 Following a positive determination of the application, there will be a need to significantly increase communication and engagement with stakeholders and communities as the decision itself will need to be communicated along with an estimated timeline for the start of construction works.

8.1.2 For the communities living near shaft sites, the construction phase is likely to be of concern. There is therefore a clear need to maintain pro-active and open communication so communities are aware of the timing and nature of work to take place, the measures being taken to reduce disruption and details of where to go for further information.

8.2 Post Approval Activities

8.2.1 The type of communication and engagement activities which are likely to be implemented throughout the construction phase include:

- Issue of generic leaflet to notify local communities of the determination of the application, setting out next steps in the initiation of the construction phase and timeline;
- Creation and issue of Code of Conduct for construction activities to set out a series of commitments in terms of our site work practices designed to minimise levels of unacceptable disruption;
- Further site specific information leaflets to communicate ahead of the main phases/changes in the construction process at a site;
- Further series of ongoing face-to-face liaison with local community stakeholders (or liaison committee) around ongoing impact of the works to identify any potential to address areas of concern and keep the local community up to date on timing and progress; and
- Ongoing liaison with local Authority Officers and Members over the impact, progress and duration of works.

9 HOW TO COMMENT

9.1 Introduction

- 9.1.1 The purpose of this paper is to provide an opportunity to comment on the draft Stakeholder and Community Engagement methodology for the Thames Tunnel.
- 9.1.2 The methodology set out in this paper is intended to be transparent, accountable and fair. The consultation process is an opportunity for consultees to have an early input into this project and selection of sites that will assist the construction and operation of the Thames Tunnel.

9.2 Consultation Period and Process

- 9.2.1 The consultation period for the stakeholder and community engagement strategy will last for 12 working weeks, starting on 13 October 2008 and will end on 12 January 2009.
- 9.2.2 At the start of the consultation period the following will be sent to all the consultees listed in Annex 1: covering letter, Site Selection Methodology Paper: Consultation Draft, Site Selection Background Technical Paper, Site Selection Methodology comment form and Stakeholder and Community Engagement Strategy: Consultation Draft.
- 9.2.3 During the consultation period, a series of workshops will be held to assist consultees understand the Thames Tunnel Project and to help consider issues in the site selection methodology and this document.

9.3 How to Make a Response

- 9.3.1 It would be helpful if comments could be submitted on the attached comment form that reflects the questions highlighted in boxes throughout this paper.
- 9.3.2 Thames Water welcomes comments and views (on the consultation form or in a letter with references to consultation questions and/or paragraph numbers). Responses are invited and sent/emailed no later than 12 January 2009 to:

Thames Tunnel Project Team, Scott Wilson, 6-8 Greencoat Place, London SW1P 1PL

Telephone: 020 7821 4150 Fax: 020 7798 5001

Or by e-mail: ThamesTunnel@scottwilson.com

9.4 How Responses will be Taken into Account

- 9.4.1 Consultation responses received will be analysed and a summary table created that will include:
- a unique reference for each consultee;
 - how many people made each particular comment;
 - a summary of substantive comments;
 - a response to substantive comments;
 - recommended changes to the draft methodology; and,
 - a statement of whether a recommended change has been accepted or rejected, along with a brief explanation of the reasons for this decision.

9.5 Feedback to consultees and future opportunities to comment

- 9.5.1 A letter with the revised methodology and a summary of consultation responses will be sent to all identified consultees in the beginning of the new year. Consultees will then have 21 days to raise any issues or problems with the revised methodology or analysis of consultation responses. Any further responses will be considered and reviewed. A letter with the final agreed methodology along with an explanation of any additional changes will be sent to all consultees.
- 9.5.2 The Thames Tunnel project team will maintain dialogue with affected London Local Authorities, other stakeholders and local communities to ensure there is good flow of information about the progress of the Thames Tunnel Project throughout the life of the project.

ANNEX 1: LIST OF CONSULTEES

LB of Greenwich

LB of Hammersmith & Fulham

LB of Hounslow

Royal Borough of Kensington & Chelsea

LB of Lambeth

LB of Lewisham

LB of Newham

LB of Richmond upon Thames

The City of London Corporation

LB of Tower Hamlets

LB of Southwark

LB of Wandsworth

City of Westminster

London Thames Gateway Development Corporation

Olympic Delivery Authority

Strategic pan London Stakeholders

Government Office for London

Mayor of London

Greater London Authority

London Development Agency

Transport for London

“London Councils”

Environment Agency

English Heritage

Natural England

Sport England

Port of London Authority

Crown Estate

Port Health Authority

Network Rail

Metropolitan and City of London Police

Utilities: electricity, gas and telecommunication

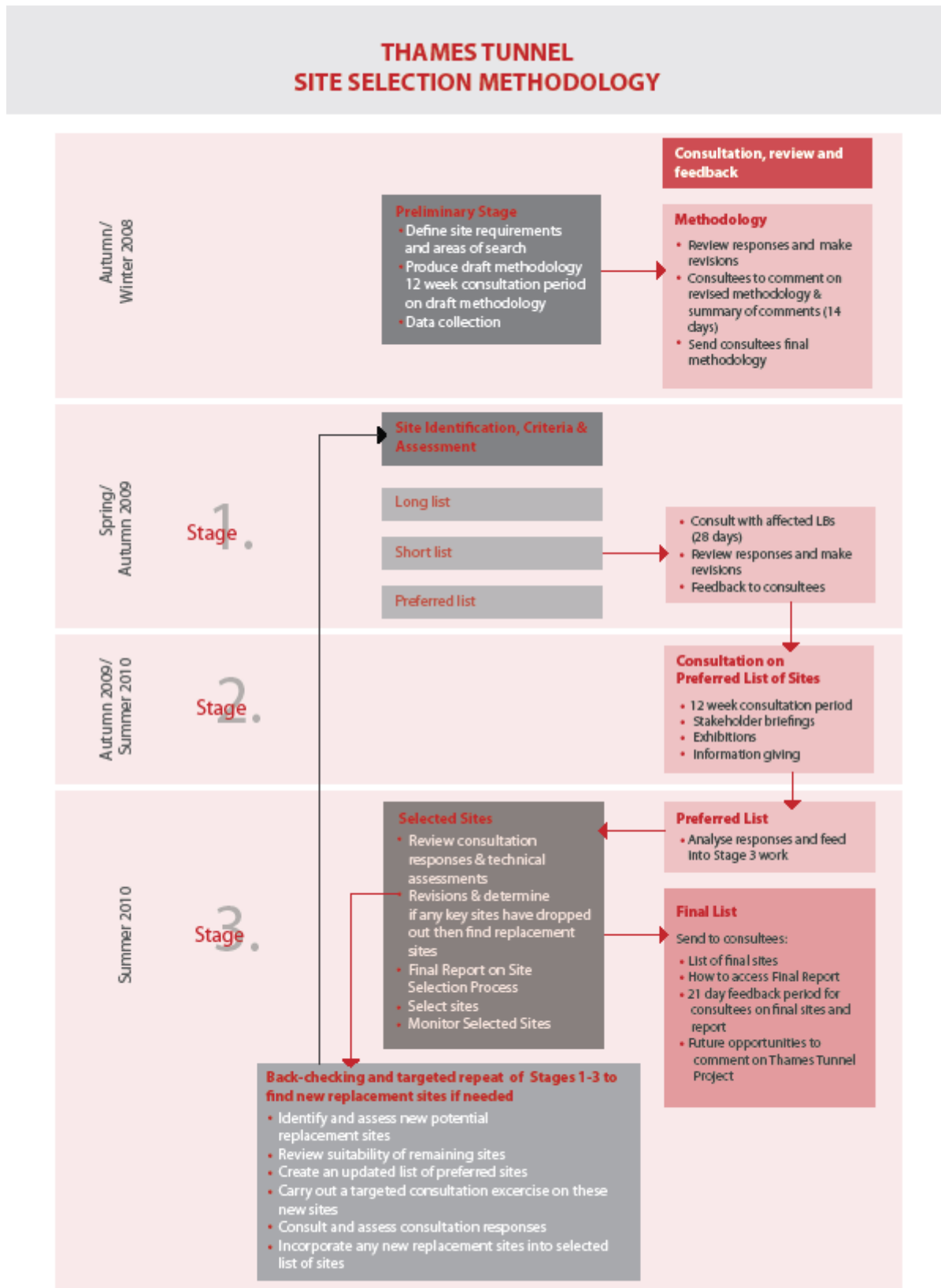
British Waterways

British Transport Police

Fire Services

Thames Estuary Partnership

ANNEX 2: OVERVIEW OF THE STAGES OF SITE SELECTION METHODOLOGY



ANNEX 3: LIST OF ACTIVITIES AND THEIR TIMING

	Activity	Timing
1	Sending out methodologies to relevant Local Authorities and strategic pan London stakeholders	Mid-October
2	Three all-day workshops with relevant Officers from London Local Authorities and relevant statutory and utility stakeholders	Early November 2008
3	Final Site Selection Methodology and Stakeholder and Community Engagement Strategy issued to consultees	To be issued Spring 2009
4	Initial social and stakeholder audit of each of the communities around a short-listed site	Summer 2009
5	Consultation paper on draft short list of sites and revised paper on confirmed short list of sites	Summer/Autumn/Winter 2009
6	Paper presenting short list of potential construction sites	Autumn/Winter 2009
7	Dedicated Project pages within Thames Water website	Late Autumn 2009 or as soon as the location of the preferred construction sites is known and through to submission of the application in 2011
8	Up to two stakeholder briefings per preferred site and one further briefing for grouped CSOs to ensure communities are informed of the rationale behind the proposals and are aware of the forthcoming engagement activities	Late Autumn 2009
9	Generic and specific information leaflets; press releases and other publicity	Late Autumn 2009 or as soon as the location of the preferred construction sites is known and through to submission of the application in 2011
10	Regular communication with local Councillors appropriate to the Local Authority concerned	Late Autumn 2009 or as soon as the location of the preferred construction sites is known and through to submission of the application in 2011
11	Exhibitions at each of the preferred sites and grouped CSO sites to inform local community and interest groups of the projects scope and potential impact and gain their feedback on the preferred sites	Winter 2009
12	Report on engagement responses issued to Local Authorities and other strategic pan London statutory consultees	Summer 2010

	Activity	Timing
13	Report for consultees on selected sites, second round of local stakeholder briefings, selected sites information leaflet	Summer 2010
14	Responding to community related issues generated during project team's ongoing liaison with planning Officers and Councillors and other relevant stakeholders	Autumn 2010 to Winter 2011
15	Responding to community related issues generated during planning team's ongoing liaison with planning Officers and Councillors	Autumn 2010 to Winter 2011
16	Second series of public exhibitions to provide local communities and interest groups with details of the final application and details of how their feedback helped shape the decisions	Autumn 2011
17	A report in the form of a formal Statement of Community Involvement to accompany Thames Water's planning application	Late Autumn 2011
18	Responding to questions around community related issues generated by planning officers and Councillors following the application's submission	Winter 2011 to determination of the application
19	Face-to-face meetings to responding to concerns raised by the community, ongoing discussion around mitigation and compensation and demonstration of ongoing commitment to engagement	Winter 2011 to determination of the application
20	Provision of ongoing project updates for the community stakeholders	Winter 2011 to determination of the application
21	Responding to enquiries from community stakeholders during post-submission period	Winter 2011 to determination of the application