Logistics Stakeholder & Community Relations Guidance

PURPOSE AND SCOPE

This HSE information provides additional direction and guidance strategies to efficiently engage and manage all required logistics procedures with Local Councils and external stakeholders

STAKEHOLDER IDENTIFACATION:

Project/site specific stakeholder map is to be developed. Considerations include:

* Who is affected positively and negatively by the project?
* What local authorities impact decisions?
* Who/what are the expectations of the client?
* Who has influence over other stakeholders?
* Who could solve potential problems with the project? (designated liaison personnel)
* Who has specialist skills which are crucial to the project? (social sustainability advisors)

STAKEHOLDER ANAYSIS

Once potential stakeholders have been identified and listed, it is vital to categorise these to allow for efficient allocation of resources to manage the stakeholder (regularity of communication and relationship building).

* High Power/High Interest (Fully engage) – These stakeholders need to be engaged regularly and managed closely.
* High Power/Low Interest (Keep satisfied) - These stakeholders need to be informed of changes but not overloaded with too much information.
* Low Power/High Interest (Keep informed) – These stakeholders need to be adequately informed and consulted to ensure they don’t have any major issues with the project.
* Low Power/Low Interest (Minimum effort) - Inform these stakeholders with general information. Don’t overload with excessive communication.

STAKEHOLDER MANAGEMENT

The project must consult actively with all stakeholders identified. As a minimum, these need to include:

* The public;
* Transport authorities;
* Local Councils / Local Government Agency Officials;
* Local businesses;
* Emergency Services.

The Project Leadership Team is to agree what the means of communication with stakeholders will be, and respond to feedback throughout the project, options include:

* Monthly review meetings with local Authorities, Government agencies and impacted community members;
* A project website used for communication and to receive feedback and/or Social Media platforms;
* Periodical newsletters sent by e-mail, posted on the website and hand delivered before significant changes. These will describe the forthcoming activities and highlight if any noisy works are being carried out;
* Notifications of works to be carried out outside of normal working hours;
* Personal visits to impacted stakeholders in advance of works;
* Any other specified client requirements.

COMMUNITY RELATIONS

All community relations requirements should go through the projects Stakeholder and Community Relations Team/Manager in the first instance. Providing them with dates, scope, location, potential impacts will help them determine how to manage their approach. Note that if a community notification is required, contracts usually stipulate this is distributed a minimum of seven days prior to the work and may require seven days approval from the client.

If there is no dedicated project Stakeholder and Community Relations Team or Manager there is still likely to be a council requirement to notify community and stakeholders of the work prior to commencement. As a minimum this is usually a community notification distributed around the area and corflute signage in-situ advising in advance should there be road closures, removal of parking spaces, blocking access. As a minimum a notification should include:

* Company logo and project name
* Introduction paragraph to the project
* Dates and times of the work
* Description of work being undertaken (avoid terminology, use plain English)
* Map of the location of the work
* Mitigations the team will use to reduce the impact
* Contact details for any enquiries/complaints

The notification should be delivered to surrounding residences and businesses with line of sight to the work and a minimum radius of 50m up to 200m depending on the impact of the work and the duration.

Any properties directly impacted should be contacted as early as possible to be briefed on the work face to face if possible. During the initial briefing mitigations, compensation or respite should be agreed e.g. compensation may be for someone whose private car park we have removed or access we are blocking during the work – this could be paying for a car parking space somewhere else, an opal card for alternative transport or movie tickets to acknowledge the impact.

The Environmental Team/Manager should also be made aware of all work undertaken – especially outside of standard working hours.