

Compensation Policy information

Publicity plan



**Thames
Tideway Tunnel**



Creating a cleaner, healthier River Thames

Overview

This Publicity Plan

- a. should be read in line with the application for Development Consent Non-statutory Off-site Mitigation and Compensation Policy APP 210.01, published March 2014.
<http://www.thamestidewaytunnel.co.uk/media/14676/APP21001-Non-statutory-Off-site-Mitigation-and-Compensation-Policy-Update-11-March.pdf>
- b. has been prepared in accordance with the obligations set out in Schedule 6 of the Legal Agreement securing the mitigation and compensation policies relating to the Thames Tideway Tunnel and the resources for the Councils completed by Thames Water on 24 June 2014 (and pursuant to the related unilateral undertaking entered into by Thames Water in favour of the local planning authorities affected by the project dated 18 November 2014).
<http://www.thamestidewaytunnel.co.uk/media/16293/APP20903-Legal-Agreement-for-Securing-of-Off-site-Mitigation-Policies-and-Resources-for-Local-Planning-Authorities.pdf>

We recognise that those who live or work close to the proposed Thames Tideway Tunnel construction sites could be affected by the construction works. In the first instance, the Undertaker will minimise the significant and adverse impacts from construction at source as far as reasonably practicable by means of onsite mitigation as required by the project's Code of Construction Practice (CoCP).

This Publicity Plan outlines some of the communications activities seeking to raise awareness of the relevant policies available to those affected by construction works for the scheme.

The Communications team shall be responsible for ensuring contractors, when appointed, maintain a consistent, integrated approach to communication activity. Contractors have an important role to play in communicating at a local level, for example active involvement with Community Liaison Working Groups

Objectives

Local communications activity shall need to be consistent with the overarching communications strategy, which the Communications team shall evolve, monitor and enforce.

There are a number of documents within the application for the Development Consent Order (DCO which outline requirements for community and stakeholder engagement. The Code of Construction Practice (Parts A and B), identifies the role of contactors in managing community interactions at construction sites and the required role of the Undertaker, while Section 106 planning obligations and matters relating to mitigation and compensation policy also detail communications responsibilities.

To ensure we provide information and advice for those concerned about the impact of our construction work, independent advice and decision making teams have been established.

The Communications team shall, by working with other members of the project, ensure that activities required to support the Non-statutory Off-site Mitigation and Compensation Policy Objectives take place, including promotion of the Trigger Action Plan and related mitigation works.

The Project's ongoing communication objectives in regard to this Publicity Plan are to:

- a. Communicate the policies to those affected by construction works in a timely, professional manner;
- b. Work with others to identify opportunities to promote the policies
- c. Ensure that all communications linked to the project are consistent in terms of style, tone and content;
- d. Review, monitor and amend as required information that will improve the understanding of the policies for those who could benefit, including regular review of the already existing leaflets aimed at assisting the understanding and interpretation of the policies and taking into account feedback received where possible to maximise the effectiveness of this literature.
- e. Continue to make available documents within the DCO on request through the usual contact channels ie, helpline, email and webform and ensure that they are referenced in associated documents on the website.
- f. Ensure the application process for claimants is identified clearly on the Thames Tideway Tunnel website
- g. Ensure that advice is easily available through the helpline and Independent Advisory Service (IAS) team.

Independent Advice and Services

Independent Advisory Service (IAS)

The Independent Advisory Service (IAS) will provide help and advice to individuals, organisations, businesses, schools and communities to enable them to understand their rights and entitlement to mitigation or compensation under any of the project policies.

The IAS team will be able to explain on a case by case basis how the policies could benefit those affected by our works.

The IAS team are not project employees. They are providing independent advice based on their knowledge of the project and their expertise in property management and consultancy. They understand the project's mitigation and compensation policies and are able to advise on the remedies available to address compensation issues that could arise over the construction period.

The Thames Tideway Tunnel team is not responsible for any advice given by the Independent Advisory Service.

The IAS will remain independent from both the Independent Compensation Panel (ICP) and the Undertaker.

A leaflet on our website promotes the IAS service - <http://www.thamestidewaytunnel.co.uk/media/14732/Independent-Advisory-Service.pdf>

The IAS is available through the

- Helpline 0800 0721 086 between 09.00 and 5.30pm, weekdays; outside these hours, you can leave a message and an IAS representative will get back to you).
- Email info@tidewayias.co.uk.

Independent Compensation Panel (ICP)

The ICP consists of an independent chairperson with experience in the field of environmental health, compensation and valuation and involvement in similar major infrastructure projects. The Chairperson will be supported by at least two additional members drawn from the specialist teams who form the Expert Advisory Panel. These members will have expertise in the field of the claim and be selected from the Expert Advisory Panel on the basis of their speciality field.

The Chairperson shall be appointed by the Undertaker following consultation with the Councils. No member of the ICP shall be a current employee of the Undertaker.

The Undertaker shall consult the Councils on the proposed Chairperson prior to their being appointed. The Councils will be given 10 working days to provide comments to the Undertaker concerning the proposed appointment, and the Undertaker will take reasonable account of any written representations received from the Councils within that period.

The name of the Chairperson will be published on the website and the Councils informed.

Members of the Expert Advisory Panel will oversee decisions and claims made under any of our policies through sitting on the ICP. The ICP will have the responsibility of updating or amending any of the policies in light of experience to improve the way they work for those who rely upon them for mitigation and compensation.

Where the ICP seeks to recommend changes to the Offsite Mitigation and Compensation Policies it will consult the Undertaker and the Councils and take account of their comments in recommending amendments to the Policies.

Minutes of meetings of the ICP will be published on the website and circulated to the Councils, the IAS and the Independent Complaints Commissioner (ICC) within 7 days of the meeting.

Independent Complaints Commissioner (ICC)

If an applicant is not satisfied with the response of the ICP, the Independent Complaints Commissioner (ICC) will ensure that the correct process has been followed. In such circumstances, the matter can be raised formally with the ICC, who will then evaluate the ICP's decision-making process in that case. Should the ICC find that due process has not been followed, the application will be returned for re-evaluation by the ICP.

The ICC shall be appointed by the Undertaker and will be independent of both the Undertaker and the ICP.

Community Engagement

Community Liaison Working Groups

We are committed to working with the relevant Councils to set up Community Liaison Working Groups (CLWG).

The CLWG are intended to provide a forum for open discussion on matters concerning construction and communications with the relevant London authorities and community / business representatives. Terms of Reference have been prepared for the CLWG and information about the groups will be available on the website.

Project Communications Officers for the construction sites will be the principal point of contact for those wishing to find out more about how the construction works could affect them.

Raising Community Awareness

The Project shall continue to promote the IAS as appropriate in the Project newsletters

In addition to the Project newsletter, the Contractor will publish a Community Information Bulletin providing further opportunity to promote the Projects commitments to helping those adversely affected by construction works.

The Communications team will work with the relevant Councils to understand opportunities to promote the policies in facilities near to the sites, such as community centres, GP surgeries and so forth.

The Undertaker will ensure awareness of the policies by informing the Ward Councillors, MPs and Council officers in the development boroughs.

Contractor Community Relations Representatives shall also, where appropriate promote information regarding mitigation and compensation policies to the local community.

The Project team will promote the policies at community events in the vicinity of the works.

The Project will promote the policies through the Thames Tideway Tunnel Forum and other stakeholder groups.

Helpdesk services

Calls and written enquiries

The Helpdesk is the first point of contact for enquiries by telephone, by letter and by e-mail.

The contact details are widely advertised and, for consistency and in the interests of providing a seamless customer experience, will remain active throughout the construction phase:

- 24-hour Freephone helpline 0800 0721 086
- Mail: Freepost RTCL-HJLR-ZUST, Thames Tideway Tunnel, London, W2 1AF
- Email address: info@tidewaytunnels.co.uk

Extra care services

Translation: a telephone only translation service is available from our Helpdesk for those who need help from a translator with any questions they may have about the Thames Tideway Tunnel.

Further information is provided on our website, including information on the IAS services <http://www.thamestidewaytunnel.co.uk/language>

Braille and large print Information can also be provided on request.

Communications

Project Website

Full details of the policies and the associated leaflets are available on the Project's website: www.thamestidewaytunnel.co.uk

<http://www.thamestidewaytunnel.co.uk/help-advice/document-library>

The website will also contain the application forms as appropriate, or details of where to obtain the forms for completion. In some instances we would not publish the forms but request the applicant contacts the project first to discuss their circumstances as this will assist in their applications, eg forms regarding to loss of business or income.

Publications

In addition to the policies produced as part of the application for development consent, a number of information leaflets have also been published.

Compensation – Help and Advice for You. This leaflet gives an overview of how we can help should you be affected by our proposals

Guide to Acquisition of Subsoil - This leaflet explains how the project would acquire the subsoil needed for the construction of the tunnel structures and how this could affect you

Guide to Ground Settlement - This leaflet explains what you need to know about settlement and how we would manage any possible impacts on your property

Exceptional Hardship Procedure - This combined leaflet and application form explains the exceptional hardship procedure and how to apply

Independent Advisory Service – This provides brief details about the IAS and how to contact them.

Information regarding the ICP and ICC will be published once the positions have been established.

Contact us

Call: **0800 0721 086** - lines are open 24 hours a day.

Independent Advisory Service is available weekdays 9 to 5:30pm outside these hours we will arrange to call you back or email: info@tidewayias.co.uk

Visit: www.thamestidewaytunnel.co.uk

Email: info@tidewaytunnels.co.uk

For our language interpretation service call: **0800 0721 086**

For information in Braille or large print call: **0800 0721 086**

Further information is on our website or available on request.