

# Southampton to London Pipeline Project

## Deadline 4

Outline Community Engagement Plan (CEP)  
Application Document: 8.52

Planning Inspectorate Reference Number: EN070005

Revision No. 1.0

January 2020





**Contents**

<b>1</b>	<b>Introduction.....</b>	<b>1</b>
<b>2</b>	<b>Scope .....</b>	<b>2</b>
<b>3</b>	<b>Overview of the Project.....</b>	<b>3</b>
<b>4</b>	<b>Community Engagement Team.....</b>	<b>4</b>
<b>5</b>	<b>Community Stakeholders .....</b>	<b>5</b>
<b>6</b>	<b>Core Engagement Channels .....</b>	<b>6</b>
<b>7</b>	<b>Frequency of Engagement .....</b>	<b>8</b>
<b>8</b>	<b>Core Engagement Topics .....</b>	<b>9</b>
<b>9</b>	<b>Location-Specific Tactical Communication Plans .....</b>	<b>10</b>
<b>10</b>	<b>Tracking Activities.....</b>	<b>11</b>
<b>11</b>	<b>Enquiries and Complaints .....</b>	<b>12</b>
	<b>Appendix A – Community Stakeholders List.....</b>	<b>13</b>
	<b>Appendix B – Template for Location Specific Tactical Engagement Plans .....</b>	<b>20</b>



## **1 Introduction**

- 1.1.1 This Outline Community Engagement Plan (CEP) sets out the form of the final CEP that will be agreed with each relevant planning authority for each relevant stage of construction. Requirement 15 of the draft DCO requires that the final CEP be in accordance with this outline.
- 1.1.2 The 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.



## **2 Scope**

- 2.1.1 The role of the CEP is to outline planned community engagement activity within specific areas along the replacement pipeline route.
- 2.1.2 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
  - enquiries and complaints.
- 2.1.3 Additional communications will also take place for the following categories, separate to 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 the 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) is making an application for development consent 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.
- 3.1.3 Works to install and commission the pipeline are expected to start from grant of Development Consent Order (DCO) and be completed by early 2023. Certain advance works may take place prior to development consent where consented under alternative regimes, for example, the Town and Country Planning Act 1990.



## 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 *[Description of the team to be included in final version]*.
- 4.1.2 Relevant planning authorities will be provided with a named single point of contact.
- 4.1.3 All other community stakeholders will be provided with contact details for the project including address, email and phone.
- 4.1.4 Contact via postal address, email address and by phone will be managed by the community engagement team, using the details below.

### Project contact details

Form of Contact	Project Contact Details
Email address	info@slpproject.co.uk
Telephone number	TBC
Address	TBC



## **5 Community Stakeholders**

5.1.1 The following groups will be used to focus community engagement activities. Appendix A provides 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.

### **Community engagement groups**

- Political representatives
- Local government, including county councils, borough/district councils and parish councils
- Community representatives, including residents' associations
- 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 The table below sets out the primary channels for informing groups (covered by this plan) of installation plans, progress or related information.
- 6.1.2 Frequency of these communications will be determined 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.

### 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 will become a 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 as such will 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	Social media will be used, working with local government and community groups, to maximise the reach of communication, specifically to reach pre-existing communities that may not be aware of the project.	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 one week before works start in any local area.	Properties 50m from the works





6.1.4 The project will use other channels of engagement, as appropriate.

**Additional engagement channels**

<b>Channel</b>	<b>Description</b>	<b>Target Audience</b>
Advertorials in local newspapers	Adverts in local newspapers	General public in the area
Drop-in events	Drop-in events for people to find out more information and ask questions to the project team	Local residents/community
Community deposit points	Information areas in community centres or public spaces, which could contain info sheets, maps and iPads for people to find out more information on works in their area	Local residents/community



## **7 Frequency of Engagement**

- 7.1.1 Community engagement will commence a minimum of two months before installation starts.
- 7.1.2 Communication updates will be provided to local authority project contacts at regular intervals, reflecting the construction programme during active installation activities.
- 7.1.3 Further details will be added once a construction schedule is available.



## **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 '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 Rights of Way and transport information (such as bus stops and details of diversions); and
  - project contact details.



## **9 Location-Specific Tactical Communication Plans**

- 9.1.1 Location-specific tactical communication plans will be prepared for high-use community areas, such as parks, before installation commences in the area. These will be submitted to the relevant planning authority as appendices within the CEP for each stage.
- 9.1.2 These plans will reflect the unique characteristics and usage of an area so users are aware of installation timings and other relevant information.
- 9.1.3 A drop-in event will be run in all areas in advance of works starting.
- 9.1.4 Appendix B provides the template for location-specific tactical communication plans. Examples of where these plans may be implemented include:
- Peter Driver Sports Ground
  - Southwood Country Park
  - Queen Elizabeth Park
  - St. Catherines Road (SANG) & Frith Hill
  - Turf Hill
  - Windlemere (SANG)
  - Chobham Common
  - Chertsey Meads (SANG)
  - Fordbridge Park
  - Ashford Railway Station



## **10 Tracking Activities**

- 10.1.1 The project will track progress against the CEP using a regular dashboard report, which will contain planned and completed activities. This will be shared regularly with relevant planning authorities or the single point of contact.



## **11 Enquiries and Complaints**

- 11.1.1 Further details will be added in future iterations.
- 11.1.2 This section will detail how members of the public can contact the project and how the project will handle complaints.
- 11.1.3 The name and contact details for the project would be displayed at the entrance to all compounds. This would include an emergency number (G27).



## Appendix A – Community Stakeholders List

### Councils

County Councils and Regional Bodies	
Hampshire County Council	
Surrey County Council	
South Downs National Park Authority	

District and Borough Councils	
Eastleigh Borough Council	Hants
Winchester City Council	Hants
East Hampshire District Council	Hants
Hart District Council	Hants
Rushmoor Borough Council	Hants
Surrey Heath Borough Council	Surrey
Runnymede Borough Council	Surrey
Spelthorne Borough Council	Surrey
London Borough of Hounslow	London

Parish and Town Councils	
Alton Town Council	Hants
Bentley	Hants
Binsted	Hants
Bishop's Waltham	Hants
Botley	Hants
Bramdean and Hinton Ampner	Hants
Chawton	Hants
Church Crookham	Hants
Crandall	Hants
Durley	Hants
East Tisted	Hants
Ewshot	Hants
Exton	Hants
Farringdon	Hants
Fleet	Hants
Four Marks	Hants
Froyle	Hants
Hedge End	Hants
Kilmeston	Hants
Newton Valence	Hants
Ropley	Hants
Upham	Hants
Warnford	Hants



Parish and Town Councils	
West Tisted	Hants
Worldham	Hants
Chobham	Surrey
West End	Surrey
Windlesham	Surrey

**Constituencies and council wards**

County/District/Borough	Ward(s)
Hampshire County Council	<ul style="list-style-type: none"> <li>• Alton Rural</li> <li>• Alton Town</li> <li>• Bishop's Waltham</li> <li>• Botley &amp; Hedge End North</li> <li>• Church Crookham &amp; Ewshot</li> <li>• Farnborough North</li> <li>• Farnborough South</li> <li>• Farnborough West</li> <li>• Fleet Town</li> <li>• Itchen Valley</li> <li>• Meon Valley</li> <li>• New Milton</li> <li>• Odiham &amp; Hook</li> <li>• Petersfield Hangers</li> </ul>
Surrey County Council	<ul style="list-style-type: none"> <li>• Addlestone</li> <li>• Ashford</li> <li>• Bagshot, Windlesham and Chobham</li> <li>• Camberley West</li> <li>• Chertsey</li> <li>• Farnham Central</li> <li>• Farnham South</li> <li>• Foxhills, Thorpe &amp; Virginia Water</li> <li>• Frimley Green and Mytchett</li> <li>• Heatherside and Parkside</li> <li>• Horsleys</li> <li>• Knaphill and Goldworth West</li> <li>• Laleham and Shepperton</li> <li>• Lightwater, West End and Bisley</li> <li>• Shalford</li> <li>• Shere</li> <li>• Staines South and Ashford West</li> <li>• Stanwell and Stanwell Moor</li> <li>• The Byfleets</li> <li>• Waverley Western Villages</li> <li>• Woking South</li> <li>• Woking South East</li> <li>• Woodham and New Haw</li> <li>• Worplesdon</li> </ul>
London Borough of Hounslow	<ul style="list-style-type: none"> <li>• Bedfont</li> </ul>
Spelthorne Borough Council	<ul style="list-style-type: none"> <li>• Shepperton Town</li> <li>• Laleham and Shepperton Green</li> <li>• Riverside and Laleham</li> <li>• Staines South</li> <li>• Ashford Town</li> </ul>



## Southampton to London Pipeline Project Outline Community Engagement Plan



County/District/Borough	Ward(s)
	<ul style="list-style-type: none"> <li>Ashford East</li> <li>Ashford North and Stanwell South</li> </ul>
Runnymede Borough Council	<ul style="list-style-type: none"> <li>New Haw</li> <li>Addlestone Bourneside</li> <li>Addlestone North</li> <li>Foxhills</li> <li>Chertsey Meads</li> <li>Chertsey St. Ann's</li> </ul>
Surrey Heath Borough Council	<ul style="list-style-type: none"> <li>Frimley Green</li> <li>Frimley</li> <li>Mytchett and Deepcut</li> <li>Heatherside</li> <li>West End</li> <li>Windlesham</li> <li>Chobham</li> <li>Parkside</li> <li>Lightwater</li> </ul>
Rushmoor Borough Council	<ul style="list-style-type: none"> <li>Cherrywood</li> <li>Cove and Southwood</li> <li>Empress</li> <li>West Heath</li> <li>St John's</li> <li>St Mark's</li> </ul>
Hart District Council	<ul style="list-style-type: none"> <li>Odiham</li> <li>Crookham West and Ewshot</li> <li>Crookham East</li> <li>Fleet East</li> </ul>
East Hampshire District Council	<ul style="list-style-type: none"> <li>Ropley and Tisted</li> <li>Four Marks and Medstead</li> <li>Downland</li> <li>Alton Ashdell</li> <li>Selborne</li> <li>Binsted and Bentley</li> <li>Alton Whitedown</li> <li>Alton Wooteys</li> <li>Holybourne and Froyle</li> </ul>
Winchester City Council	<ul style="list-style-type: none"> <li>Bishop's Waltham</li> <li>Upper Meon Valley</li> <li>Alresford &amp; Itchen Valley</li> <li>Whiteley &amp; Shedfield</li> </ul>
Eastleigh District Council	<ul style="list-style-type: none"> <li>Botley</li> </ul>

Constituency	Member of Parliament	County
Eastleigh	Mims Davies MP	Hants
Meon Valley	George Hollingbery MP	Hants
East Hampshire	Ranil Jayawardena MP	Hants
Aldershot	Leo Docherty MP	Hants
Surrey Heath	Rt Hon Michael Gove MP	Surrey
Runnymede and Weybridge	Rt Hon Philip Hammond MP	Surrey
Spelthorne	Kwasi Kwarteng MP	Surrey

# Southampton to London Pipeline Project Outline Community Engagement Plan



Constituency	Member of Parliament	County
Feltham and Heston	Seema Malhotra MP	Surrey

## Hard to reach groups

Age - Older People
Age Action Alliance
Age Concern Hampshire
Age UK Winchester
Alzheimer's Society
Arthritis Care
Brendoncare Club Hampshire
British Red Cross
Carers Together
Community Action Hampshire
Environment Centre (EC)
Good Neighbours Support Service
Hampshire Good Neighbours Support Service
Hampshire Citizens Advice Bureau
Hampshire Partnership NHS Foundation Trust
Hampshire Neighbourhood Watch Association
Hampshire Volunteer Centres
Help the Aged
Leonard Cheshire Disability
Neighbourhood Watch
Princess Royal Trust for Carers
Royal Voluntary Service
University of the Third Age
Drive into Action
Royal Voluntary Service
Sight for Surrey
Surrey Remap
Dementia Friends Champions
Friends of the Elderly befriending service
Digital Buddies
Library Direct Home Service volunteers
Surrey Appropriate Adult
Samaritans
Age - Younger People
Surrey Heath Youth Council
Surrey Youth Cabinet
Surrey Youth Focus
Science And Technology Regional Organisation (SATRO)
Rushmoor Youth Forum
Traveller Communities
Property Team (Traveller Sites), Surrey County Council
Advice and Projects, Surrey Community Action

## Southampton to London Pipeline Project Outline Community Engagement Plan



Ethnic Minority and Traveller Achievement Service (EMTAS) Hampshire County Council
<b>Ethnicity/Language</b>
Greater Rushmoor Nepali Community
Communications Team, Rushmoor Borough Council
<b>Disability</b>
Eastleigh Borough Council Local Access Group
East Hants Disability Forum
Hart Access Group
Rushmoor Borough Council Local Access Group
Winchester Area Access for All
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
<b>Service Families</b>
Alexander Barracks
Deepcut Barracks
Elizabeth Barracks
<b>Rural Communities</b>
Hampshire County Council 'Rural Champion' (Cllr Edward Heron)
The Hampshire Rural Forum
Hampshire Young Farmers
Hampshire Fare
Surrey Community Action
Rural Community Councils (Action Hampshire)
OTHER
Council for Voluntary Services (Winchester Area Community Action and Community First Hampshire)
Runnymede Access Liaison Group (RALG)

### Local interest groups

<b>Economic and Business Groups</b>
Solent Local Enterprise Partnership (LEP)
Enterprise M3
Thames Valley Berkshire LEP
Business Network International (Surrey)
Business Network International (Hampshire)
Connect Surrey (Farnham and Woking)



Chertsey Chamber of Commerce
Woking Chamber of Commerce
Fareham Chamber of Commerce
Winchester Chamber of Commerce
Alton Chamber of Commerce and Industry
Hampshire Fare
Spelthorne Business Forum
Surrey Chambers of Commerce
The Runnymede Business Partnership (RBP)
<b>Societies</b>
South Downs Society
The Jane Austen Society
Jane Austen Hampshire Group
The Southern Circle (Jane Austen Society)
The Chertsey Society
<b>Environmental Groups</b>
The National Trust
Wildlife Trusts
Hampshire and Isle of Wight Wildlife Trust
Surrey Wildlife Trust
Woodland Trust
Hampshire Cultural Trust
North East Hampshire Historical & Archaeological Society
Hampshire Field Club & Archaeological Society
Hampshire Health Safety and Environmental Group
Surrey Nature Partnership
Surrey Archaeological Society
National Farmers' Union
Country Land and Business Association
Campaign to Protect Rural England (CPRE)
CPRE Surrey
CPRE Hampshire
Blackwater Valley Countryside Trust
Basingstoke Canal Society
Inland Waterways Association
<b>Transport Groups</b>
Watercress Line
<b>Public Rights of Way</b>
The Ramblers
The Hampshire Ramblers
Cycling UK
Auto Cycle Union
British Cycling
British Cycling (South region)
British Horse Society
Living Streets

## Southampton to London Pipeline Project Outline Community Engagement Plan



Sustrans
The Society for All British and Irish Road Enthusiasts
Campaign for Better Transport

Residents Associations
<p><b><u>Eastleigh</u></b></p> <ul style="list-style-type: none"> <li>• Horton Heath Community Association</li> </ul>
<p><b><u>East Hampshire</u></b></p> <ul style="list-style-type: none"> <li>• Alton Community Association</li> <li>• Bentley Community Association</li> <li>• Petersfield Community Association</li> </ul>
<p><b><u>Hart</u></b></p> <ul style="list-style-type: none"> <li>• Velmead Community Association</li> </ul>
<p><b><u>Rushmoor</u></b></p> <ul style="list-style-type: none"> <li>• Farnborough Community Association</li> <li>• Prospect Community Centre</li> </ul>
<p><b><u>Surrey Heath</u></b></p> <ul style="list-style-type: none"> <li>• Curley Hill Residents Association</li> <li>• Deepcut Village Association</li> <li>• Deepcut Liaison Group</li> <li>• East Chobham Residents Association</li> <li>• Fairfield Lane Residents Association</li> <li>• Frimley Green Residents Society</li> <li>• Goldney Road Residents Association</li> <li>• Golf Drive Residents' Association</li> <li>• Heatherside Community Association</li> <li>• Mytchett, Frimley Green and Deepcut Society</li> <li>• The Chobham Society</li> <li>• West Chobham Residents Association</li> <li>• West End Village Association</li> </ul>
<p><b><u>Runnymede</u></b></p> <ul style="list-style-type: none"> <li>• Chertsey (South) Residents Association</li> <li>• Lyne Residents Association</li> <li>• The Chertsey Society</li> <li>• The Ottershaw Society</li> <li>• West Addlestone Residents' Association</li> </ul>
<p><b><u>Spelthorne</u></b></p> <ul style="list-style-type: none"> <li>• Ashford North Residents Association</li> <li>• Laleham Residents Association</li> <li>• Shepperton Residents Association</li> <li>• The Neighbourhood Society (Ashford)</li> </ul>



## Appendix B – Template for Location Specific Tactical Engagement Plans

**Note: Content for illustrative purposes.**

When (delivery date)	What (title)	Target Audience	Description / summary	Distribution / reach information
<b>Pre-construction works</b>				
TBC	Drop in event	Park-users Local community	A manned public drop-in event in a local community centre. Information will be shared on expected timings, plans and reinstatement.  Event will be promoted by a poster on local community boards and an advert in the local paper.	Est. catchment area
One month prior	Park display	Park users	Explanation of works, timings and duration. Provision of contact details of the project team.	Where it will be sited
One week prior	Letter to residents	Properties that adjoin the park, and Cabrol Road	Letter notification of works, with summary description and contact details.	Roads or postcode
<b>During installation</b>				
TBC	Park display	Park users	Explanation of works, timings and duration. Provision of contact details of the project team.	Where it will be sited