

**Cambridge Waste Water Treatment Plant Relocation Project**  
Anglian Water Services Limited

# Community Liaison Plan

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## Summary

The Secretary of State for the Environment, Food and Rural Affairs has made a direction under Section 35 of the Planning Act 2008, meaning that the Cambridge Waste Water Treatment Plant Relocation Project (CWWTPR) has been recognised as a project of national significance and therefore is subject to the Development Consent Order (DCO) process.

This Outline Community Liaison Plan sets out the approach to engagement with stakeholders and will form the final Community Liaison Plan that will be agreed as part of the DCO process. The plan sets out how communication with the community will be managed during the construction of the project. When referring to the “community” in this document this includes local authorities, parish councils, landowners, businesses, residents, resident associations and other organisations representing the community, schools and other developments within the area. The plan includes engagement areas, who will be engaged, engagement channels and timing of engagement. It is recognised that local engagement is vital to the successful construction of the Proposed Development, and this will be undertaken in accordance with best practice. The Plan will be developed responsibly and in a manner that supports environmental, social, economic, and local community interests.

# 1 Introduction

## 1.1 Anglian Water Services Limited

- 1.1.1 Anglian Water Services Limited ('The 'Applicant') is the largest regulated water and water recycling company in England and Wales by geographic area, supplying water and water recycling services to almost seven million people in the East of England and Hartlepool.
- 1.1.2 The Applicant is committed to bringing environmental and social prosperity to the region they serve, through their commitment to Love Every Drop. As a purpose-led business, The Applicant seeks to contribute to the environmental and social wellbeing of the communities within which they operate. As one of the largest energy users in the East of England, they are also committed to reaching net zero carbon emissions by 2030.

## 1.2 Introduction to the Relocation Project

- 1.2.1 Anglian Water's Cambridge Waste Water Treatment Plant Relocation project (CWWTPRP) ("the Proposed Development") is funded by Homes England, the Government's housing accelerator which seeks to improve neighbourhoods and grow communities by releasing land for development.
- 1.2.2 The Proposed Development involves the relocation of the existing Cambridge Waste Water Treatment Plant (WWTP) currently operating at Cowley Road, Cambridge, to a new site between Horningsea, Fen Ditton and Stow cum Quy, adjacent to the A14 in Cambridgeshire.
- 1.2.3 The relocation would make the site of the existing WWTP available to form part of the development of a new low-carbon city district, known as North East Cambridge. The site at Cowley Road, is Cambridge's last major brownfield site, and the wider North East Cambridge district proposals envisage creating around 8,350 homes and 15,000 jobs over the next 20 years.
- 1.2.4 North East Cambridge is a highly sustainable location for housing. In addition to the Homes England funding, the area has benefitted from Transport Infrastructure Fund (TIF) funding for Park & Ride, the completion of Cambridge Guided Bus public transport infrastructure, the delivery of the Cambridge North rail station and the Chisholm Trail.
- 1.2.5 North East Cambridge is one of three key strategic sites which will form "*central building blocks of any future strategy for development*" in the proposed Greater Cambridge Local Plan being jointly prepared by Cambridge City Council and South Cambridgeshire District Council that will be subject to public consultation in Autumn 2023. The North East Cambridge Area Action Plan (AAP), currently in "Proposed

Submission" form, will be the planning policy framework which ultimately guides the development of North East Cambridge city district.

- 1.2.6 The importance of the Proposed Development, both regionally and nationally, was recognised by the Secretary of State for Environment, Food and Rural Affairs (DEFRA) in January 2021, who directed that the Proposed Development is nationally significant and is to be treated as a development for which a Development Consent Order (DCO) is required (see Appendix 1-3 of the Planning Statement, App Doc Ref 7.5).
- 1.2.7 The policy context of the Proposed Development is described in more detail in the Planning Statement (App Doc Ref 7.5)

### **1.3 The Relocation Site**

- 1.3.1 The relocation site was selected following comprehensive study and public consultation. The site selection process and consideration of alternatives is described in more detail in Chapter 3: Alternatives of the Environmental Statement (App Doc Ref 5.2.3).
- 1.3.2 The current environmental conditions at the existing Cambridge WWTP site and at the relocation site are described in Chapter 2: Project Description of the Environmental Statement ( App Doc Ref 5.2.2). The site is located to the north-east of Cambridge and 2km to the east of the existing Cambridge WWTP, as shown on the Works Plans ( App Doc Ref 4.3.1). It is situated on arable farmland immediately north of the A14 and east of the B1047 Horningsea Road in the green belt between the villages of Horningsea to the north, Stow cum Quy to the east and Fen Ditton to the south west. Two overhead lines of pylons cross the northern and eastern edges of the main development site and come together with a third line at the north eastern corner of the site. The topography is fairly flat with an approximately 4m fall across the site south west to north east.

### **1.4 Purpose of the Proposed Development**

- 1.4.1 The Proposed Development for which the DCO is being sought will deliver all the functions of the existing Cambridge WWTP at Cowley Road, treating all waste water from the Cambridge catchment and wet sludge from the wider region.
- 1.4.2 In addition, it will have an increased capacity, being intended to treat the waste water from the Waterbeach catchment and anticipated housing growth in the combined Cambridge and Waterbeach catchment area.
- 1.4.3 The infrastructure provided as part of the main works will have a design life to at least 2090, and the supporting infrastructure (i.e. the transfer tunnel, pipelines and outfall) will have a designed capacity sufficient to meet population growth projections plus an allowance for climate change into the 2080s. Furthermore, there is capability for expansion in space that has been provided within the earth bank and

by modification, enhancement and optimisation of the design to accommodate anticipated flows into the early 2100s.`

## 1.5 Outline description of the Proposed Development

1.5.1 The DCO application is seeking approval for the following main elements of the Proposed Development:

- an integrated waste water and sludge treatment plant.
- a shaft to intercept waste water at the existing Cambridge WWTP on Cowley Road and a tunnel/ pipeline to transfer it to the proposed WWTP and terminal pumping station. Temporary intermediate shafts to launch and recover the micro-tunnel boring machine.
- a gravity pipeline transferring treated waste water from the proposed WWTP to a discharge point on the River Cam and a pipeline for storm water overflows.
- a twin pipeline transferring waste water from Waterbeach to the existing Cambridge WWTP, with the option of a connection direct in to the proposed WWTP when the existing works is decommissioned.
- on-site buildings, including - a Gateway Building with incorporated Discovery Centre, substation building, workshop, vehicle parking including electrical vehicle charging points, fencing and lighting.
- environmental mitigation and enhancements including substantial biodiversity net gain, improved habitats for wildlife, extensive landscaping, a landscaped earth bank enclosing the proposed WWTP, climate resilient drainage system and improved recreational access and connectivity.
- renewable energy generation via anaerobic digestion which is part of the sludge treatment process that produces biogas designed to be able to feed directly into the local gas network to heat homes, or as an alternative potential future option burnt in combined heat and power engines.
- renewable energy generation via solar photovoltaic and associated battery energy storage system.
- other ancillary development such as internal site access, utilities, including gas, electricity and communications and connection to the site drainage system.
- a new vehicle access from Horningsea Road including for Heavy Goods Vehicles (HGV's) bringing sludge onto the site for treatment and other site traffic.
- Temporary construction works including compounds, temporary highway controls, accesses and signage, fencing and gates, security and safety measures, lighting, welfare facilities, communication control and telemetry infrastructure.



- Decommissioning works to the existing Cambridge WWTP to cease its existing operational function and to facilitate the surrender of its operational permits including removal of pumps, isolation of plant, electrical connections and pipework, filling and capping of pipework, cleaning of tanks, pipes, screens and other structures, plant and machinery, works to decommission the potable water supply and works to restrict access to walkways, plant and machinery.
- 1.5.2 Additional elements, together with more information on the above features are provided in Chapter 2: Project Description of the Environmental Statement (App Doc Ref 5.2.2). Principles of Good Design have been used to inform the development of the project, which has been guided by the National Infrastructure Commission's Design Principles, advice from the Design Council and review by the Cambridgeshire Quality Panel, as described in the Design and Access Statement ( App Doc Ref 7.6).
- 1.5.3 Construction activities, likely to take 3-4 years, will include the creation of a shaft to intercept waste water at the existing Cambridge WWTP and temporary intermediate shafts between the existing Cambridge WWTP and the proposed WWTP to launch and recover a micro-tunnel boring machine. The sequence and location of construction activities are also detailed in Chapter 2: Project Description of the Environmental Statement ( App Doc Ref 5.2.2).
- 1.5.4 Towards the end of the construction period, commissioning of the Proposed Development will commence, lasting for between 6 months and 1 year.
- 1.5.5 The Proposed Development will also involve the decommissioning of the existing Cambridge WWTP at Cowley Road. This is secured by the Development Consent Order and the Outline Decommissioning Plan (Appendix 2.3, App Doc Ref 5.4.2.3) and involves activities necessary to take the existing plant out of operational use and to surrender its current operational permits.
- 1.5.6 Following decommissioning, the site of the existing plant will be made available in accordance with agreements already in place with Homes England and with the master developer appointed to deliver the redevelopment of North East Cambridge
- 1.5.7 Consent is not sought under the Development Consent Order for the subsequent demolition or redevelopment of the Cowley Road site, which, as described in Chapter 2: Project Description of the Environmental Statement ( App Doc Ref 5.2.2) will be consented under a separate and future planning permission, by master developers, U+I and TOWN, appointed under the agreements described above.
- 1.5.8 The relationship between the Proposed Development, the scope of the draft DCO and the future demolition and redevelopment of the site at Cowley Road is set out in Figure 1.1 (below)

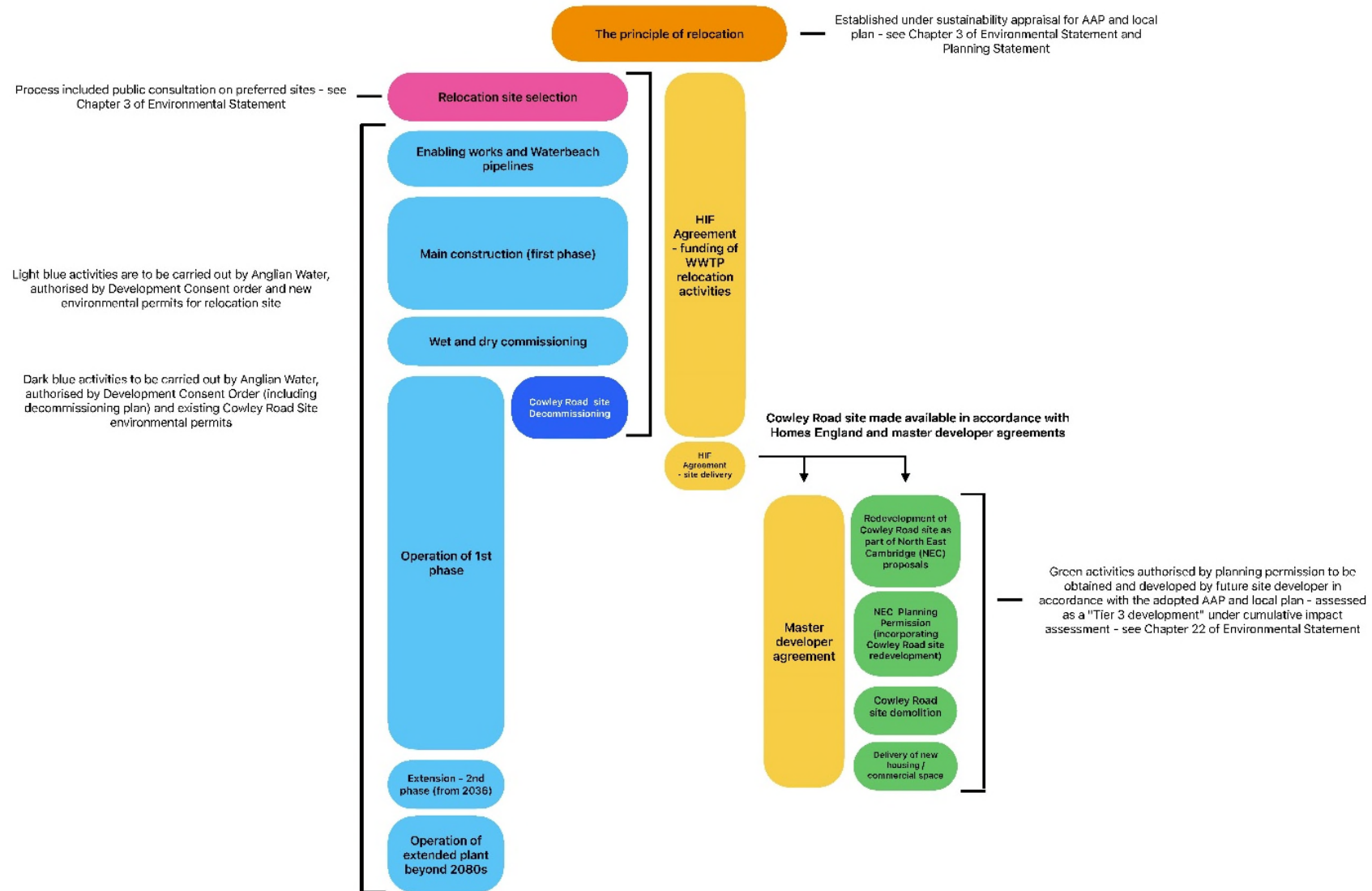


Figure 1.1: Scope of the draft DCO and the future demolition and redevelopment of the site at Cowley Road

## 2 Community Liaison Plan

### 2.1 Purpose of the document

- 2.1.1 This Outline Community Liaison Plan (CLP) is part of a suite of management plans prepared to support the Development Consent Order being submitted by Anglian Water Services Limited.
- 2.1.2 The Outline CLP has been created considering consultation responses received as part of the statutory consultation and is submitted as part of the Development Consent Order (DCO) Application for the Proposed Development.
- 2.1.3 The Outline CLP will be developed into a final Community Liaison Plan following the submission of the DCO application. The measures included with the final CLP will be developed through consultation with the community and approved by the relevant local authority(s) and the relevant local planning authority(s). The Plan will be put in place prior to construction.
- 2.1.4 The Outline CLP should be read in conjunction with the Environmental Statement that sets out the likely environmental effects of the project and how these will be mitigated. The Code of Construction Practice (CoCP) Parts A & B: The CoCP Part A secures commitment to mitigation measures to be implemented and adhered to during the construction period of the Proposed Development. The CoCP Part B will secure commitments to the refinement of the mitigation measures detailed in Part A due to site specific requirements and construction activities. Finally, the Construction Traffic Management Plan (CTMP) that sets out the management of traffic during construction.
- 2.1.5 The purpose of the Community Liaison Plan is to ensure that communication with the community is appropriate, accessible, timely, targeted, transparent and easily understood.

### 2.2 Aims & Objectives

- 2.2.1 The aim of the Community Liaison Plan is to set out the approach to engaging with the community during the construction of the Proposed Development and to make sure the community are informed of activities and developments relating to construction. This Outline Community Liaison Plan sets out the form of the final Plan
- 2.2.2 The objectives of the CLP are to:
- Create a simple process through which local people can contact the project team with questions or concerns.
  - Respond to questions and concerns clearly and promptly.
  - Update the local community on key project activities and developments.

- Ensure two-way communication channels to ensure that feedback is received back into the project from the community.
- Be socially responsible, building relations with the local community and being a good neighbour.

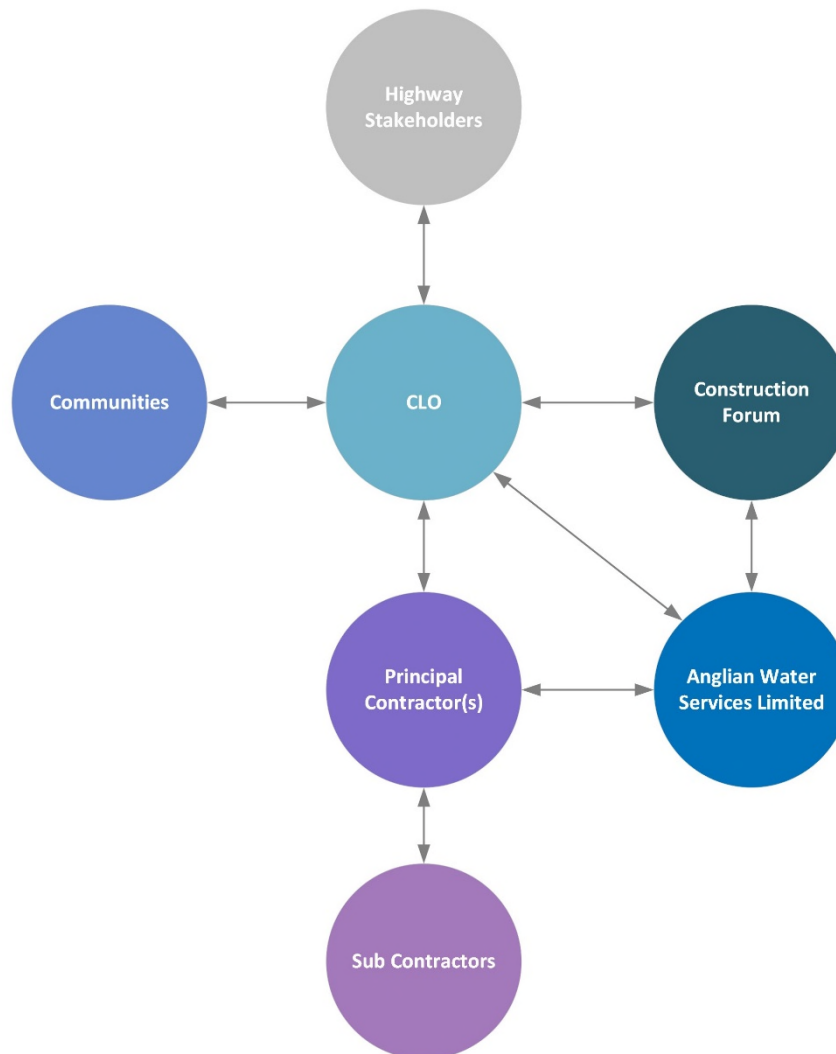
## 2.3 Scope

- 2.3.1 The Community Liaison Plan outlines the management of the communications resources, including management of the CLP, the role of the Community Liaison Officer; who will be engaged, topics and methods of engagement; how to make contact and the process for enquiries and complaints; frequency of engagement and monitoring and evaluation.
- 2.3.2 The CLP focuses upon community engagement. Additional communication will take place through the wider engagement strategy developed as part of the construction of the CWWTPR project, including engagement with regulatory and statutory bodies and any additional corporate social responsibility activities associated with the project.

## 3 Communication Management & Resources

### 3.1 Communications Structure

- 3.1.1 The Community Liaison Plan links to the Code of Construction Practice (CoCP), which sets out that a Community Liaison Plan will be prepared by Anglian Water Services Limited as part of the Cambridge WWTP stakeholder engagement strategy and submitted as part of the DCO application. Within the CoCP there is a commitment to developing the plan in conjunction with the Local Authorities and a confirmation that it will be implemented during the construction phase by the Principal Contractor.
- 3.1.2 Prior to, and during construction, there will be a Community Liaison Officer who will implement the Community Liaison Plan. They will focus on the community stakeholder engagement, communications, correspondence and opportunities to support the local community. They will act as a single point of contact for all community stakeholders and will aim to tell the wider story of the project, demonstrating the environmental and social opportunities the project can bring.
- 3.1.3 The Community Liaison Officer (CLO) will play a key role in ensuring that relationships and lines of communication are maintained throughout the construction period. They will be the key point of contact for the community and will ensure that community concerns are dealt with promptly. They will work closely with the Principal Contractor (s), Logistics Manager and Site Manager to ensure they have detailed knowledge of what is happening with construction activities and so that they can communicate promptly with the community. The CLO will play a key role in ensuring that relationships and lines of communication are maintained throughout the construction period. The figure below provides an indicative overview of how the community liaison officer role will engage with the internal team and external stakeholders.



**Figure 3.1: Indicative overview of relevant relationships and lines of communication**

## 3.2 Community Liaison Officer

3.2.1 The Job Description of the Community Liaison Officer will be prepared in detail before the Community Liaison Plan is approved, it will be developed in consultation and agreement with the Local Authority. The Community Liaison Officer will be responsible for coordinating all activities required to deliver an effective Community Liaison Plan.

3.2.2 Duties will include:

- Finalise and obtain sign off (internally and with relevant authorities) of the Community Liaison Plan.
- Maintain and update the Community Liaison Plan and stakeholder database.

- Monitoring and review of the Community Liaison Plan, including initial and ongoing review of stakeholder mapping.
- Promote and develop positive relationships with local communities.
- Be the main point of contact for stakeholders, providing briefings on construction activities, promoting the project and resolving issues of concern.
- Maintain an enquiries and complaints log and disseminate identified comments for response and implementation of action. Ensuring that matters raised are fed back to the Principal Contractor(s) in a timely manner, for incorporation into the onsite communications.
- Work with and provide updates on community engagement to relevant internal teams including the CWWTPR Project Board and the Anglian Water Communications Team.
- Work collaboratively with the Principal Contractor (s) to ensure that the various elements of the stakeholder liaison and associated consents and commitments are coordinated and monitored to comply with all statutory and contractual obligations.
- Organising and attending meetings and forums with community stakeholders.
- Ensuring the frequencies and chairing of the meetings are carried out in accordance with the requirements agreed between Anglian Water Services and the relevant local authority.
- Working with the Anglian Water Community Education team to promote education, learning and skills opportunities within the local community including to local schools and colleagues.
- Identify, assess and communicate any communication and reputational risks.
- Oversee the implementation and operation of the 24 hr. Project Helpline.
- Oversee the implementation of a GDPR compliant stakeholder database.
- Produce a regular newsletter to update the community.
- Oversee the management of the project website, which will include clear information on construction activities including the narrative and mapping of current and forthcoming closures and/or diversions of roads and public rights of way, including dates and timings.
- Work with Site Manager and Anglian Water Community Education team to operate the temporary Visitor Centre.
- Planning and implementing letter drops to local businesses and residents, ensuring timelines for notification are adhered to.
- Keeping information at CAP points/noticeboards up to date.

### **3.3 Anglian Water Community Education Programme**

- 3.3.1 An important component of the CWWTPR project is the Discovery Centre that will open at the new facility. The Discovery Centre will provide a schedule of programmed educational visits managed by the Anglian Water Community Education team. The programme will cover water, water recycling, biodiversity and the wider environment and sustainability agenda.
- 3.3.2 During construction there will be a temporary visitor centre that will provide information on the project as well as Anglian Water's wider education programme. The Anglian Water Education team will work with the Community Liaison Officer on the temporary visitors' centre and on activities that provide education, learning and skills opportunities within the community. Further details will be provided in the final Community Liaison Plan.

### **3.4 Communications Risk Management**

- 3.4.1 A risk management plan to mitigate communication and reputational risk will be part of the Community Liaison Plan and will be managed by the Community Liaison Officer. See Appendix 1 for the Risk Management Template, which will be completed in the final Community Liaison Plan.



## 4 Who will be engaged?

### 4.1 Stakeholder Mapping

- 4.1.1 Stakeholder mapping was carried out at the inception of the CWWTPR project. A review of the project stakeholder mapping will be carried out before inception of the final Community Liaison Plan. Stakeholder mapping will then be reviewed periodically during the construction period as part of the Community Liaison Plan review process.
- 4.1.2 The Stakeholder List set out in Appendix 2 provides information obtained during the CWWTPR project's consultation stage, this list will be reviewed as part of the stakeholder mapping review. Additional stakeholders will be identified and engaged with as the project progresses such as new residents and businesses moving into the local area. Information will be made available to stakeholders on the project website. Anglian Water Services Ltd will communicate with stakeholders before and during construction to ensure a two-way dialogue.
- 4.1.3 The following table provides a summary of the stakeholder groups within the community, who will be engaged:

**Table 4-1: Summary of Community Stakeholder Groups**

**Stakeholder Group**

Local Authorities
Local Parish Councils
Landowners
Representatives of Local Residents/Residents/Community groups
Key businesses/attractions in the area e.g., Anglesey Abbey (National Trust)
Local Businesses
Local Schools
MPs
Representatives of Non-Motorised Users (NMUs) e.g., pedestrians, cyclists and equestrians
Other development schemes in the area

- 4.1.4 Those who are not directly affected by the Proposed Development but may still have an interest in it and will be engaged through the monthly newsletters, webpage and social media.

### 4.2 Hard to reach groups

- 4.2.1 Anglian Water Services Limited recognises that some individuals or groups may have difficulties taking part in the communicating with the project for a range of reasons, which may include physical, economic or social challenges. Groups have been identified that represent people with protected characteristics under equalities law in the project area. This includes organisations that may be able to assist those that

are excluded from digital engagement within the consultation area. These organisations will be contacted prior to commencement of the Community Liaison Plan to ensure that the approach taken best meets the needs of its members and to help facilitate engagement with these groups through the use of suitable material such as imagery, leaflets and diagrams. This includes engaging the Ormiston Trust to support ongoing liaison with the local traveller communities throughout the construction phase.

## 5 Engagement Areas

### 5.1 Approach

5.1.1 Communications will aim to provide a complete narrative of what is happening in project locations. For example, what the construction “package” of works looks like in a particular location. This information will include:

- Inform stakeholders of the progress of the Proposed Development (including maps and plans for local area, timings and duration of works, how and when areas will be reinstated)
- Inform stakeholders of changes and/or updates to construction.
- Inform on upcoming traffic management measures (including road, transport information, such as bus stops and details of diversions and any changes to communicated construction routes).
- Inform on noise management measures.
  - Inform and raise awareness of all of the mitigation measures being implemented by the project.
  - Inform on public rights of way management (PRoW) measures, including diversions and alternative routes.
  - Inform the community of proposed working hours, where they are outside of core hours.
  - Inform on positive social value and educational activities delivered by the project.
  - Inform on project contact details and signpost to other methods of communication.

## 6 Engagement Methods

### 6.1 Engagement Structure

6.1.1 During the consultation process working groups were created by Anglian Water Services Limited in order to support engagement across both community and technical stakeholders. It is proposed that the Community Working Group will transform into a Community Liaison Group during construction. Following consultation there has also been a commitment by Anglian Water Services Limited to explore the feasibility of coordinating a Construction Forum that would include other local developers, in order to facilitate communication across developments to mitigate the cumulative impact of development taking place within the area. Representative from Local Authorities (notably Environmental Health) would be invited to participate in any such group. This will be considered further ahead of the finalisation of the CLP.

6.1.2 The Table below sets out the proposed engagement forums:

**Table 6-1: Engagement Forums**

Stakeholder Group	Forum
Local Authorities	Regular meetings including attendance to the Proposed Construction Forum
Local Parish Councils	Community Liaison Group, attendance to Parish Councils, ad-hoc meetings and site visits
Local Residents/Resident Associations/Community Groups	Ongoing engagement will continue throughout the duration of the scheme through representatives on the Community Liaison Group and use of the other communication channels
Hard to reach groups	Engagement via organisation who facilitate engagement. Engagement through established relationship holders e.g. Ormiston Trust. Provision of visual and diagrammatic material including imagery, leaflets and diagrams.
Key businesses/attractions in the area e.g., Anglesey Abbey (National Trust)	Community Liaison Group and ad-hoc 1-2-1 meetings
Local Businesses	Briefings, representatives on Community Liaison Group
Local School	Briefings, attendance to School Governor meetings, ad-hoc meetings
MPs	Briefings, letters, and site visit
Representatives of Non-Motorised Users (NMUs)	Representatives on Community Liaison Group, use of communication channels
Other development schemes in the area	Proposed Construction Forum, ad-hoc meetings

## 6.2 Proposed Engagement Channels

6.2.1 The table below illustrates the variety of channels that will be used to communicate with stakeholders.

**Table 6-2: Engagement Channels**

Communication Channel	Description	Target Audience
Project Website	A key communication channel. It will contain updates on works at an appropriate frequency. It will contain information and maps on all of the construction activities including road and Public Rights of Way diversions, traffic management or closures	All
E-newsletter	E-newsletter that will require sign up, so that a contacts database is created. This will be promoted in all external materials.	All
Telephone Line	Free information, 24-hour telephone line. This will be promoted by various means including Anglian Water website	All
Project Email	Project contact via dedicated email address	All
Free Post Address	Postal service FREEPOST address for project	All
Briefings	Briefing notes to community representatives	Political representatives
Meetings (both face to face and virtual)	Community Liaison Group	Representatives of local community (including businesses)
	Construction Forum	Other developments in the area (including Council representation)
	Ad-hoc meetings	All – as requested
	Community organised meetings (e.g., Parish Councils, School Governors, Community Forums)	All – as requested
Social media	Social media will be used to maximise the reach of communication	Community/Local Residents
Information Boards	Where construction is taking place in a publicly accessible area, a notice	All

Communication Channel	Description	Target Audience
	will be placed in a safely accessible location, such as on hoarding or fencing.	
Direct mail of pre-notification letters	Leaflets/ letters will be out before works start in any local area. X days notification will be given	Properties within “X” km from the works.
Community Access Points (CAPs)	Using same venues used in DCO process as CAPs as an access point for project information/materials	All
Media	Press releases to local media	All
Temporary Visitor Centre	During the construction phase, there will be an area of the construction accommodation available for scheduled visitors to engage local stakeholders, groups or schools and colleges. This temporary Visitors Centre will allow engagement of communities and interested parties to come and visit the site as it is under construction to help understand the construction process, development visions and ambitions of the project as well as impacts, mitigations, and long-term projections/images.	All

## 6.3 Written Engagement Materials

- 6.3.1 Hard copies of materials in alternative formats will be made available on request. Information will be publicised on how materials can be obtained. Documents will be able to be requested in large print, audio or braille formats. Requests for translated summary documents will be considered on a case-by-case basis.

## 7 Frequency of engagement

### 7.1 Timeline of Communications

- 7.1.1 The CLP will include a Timeline and Communications Activity Plan. Appendix 3 sets out a Communications Activity Plan template, which will set out key dates for engagement activity during construction.
- 7.1.2 Community engagement will commence a minimum of two months before construction of the Proposed Development starts. The final CLP will set out timescales for the distribution of pre-construction notifications. These notifications will consist of information sheets or letters detailing construction activity timescales, working hours, any potential disruption associated with the relevant construction activities and what mitigation measures will be implemented to minimise impacts (where applicable).

## 8 Enquiries and Complaints

### 8.1 Procedure

- 8.1.1 An Enquiries and Complaints Procedure (Appendix 4) will be developed and implemented for the construction process. The details of this procedure will be included in the final CLP. All enquiries and complaints will be logged, investigated and the response recorded. The outcome will be reported back to the stakeholder by Anglian Water Services Limited within 10 working days.
- 8.1.2 The CLO will be required to report on enquiries and complaints internally as part of the monitoring and review of the CLP and to ensure continuous improvement through lessons learnt.

### 8.2 Traffic Complaints

- 8.2.1 Breaches and complaints relating to the construction traffic will be specifically referred to in the Enquiries and Complaints Procedure under “Non-Compliance with the Construction Traffic Policy”. The requirement for a specific reference in the procedure links to the Construction Traffic Management Plan (CTMP – App. Doc Ref. 5.4.19.7), where there is a commitment to report quarterly on non-compliance and best practice. The final Enquiries and Complaints Procedure will include specific reference to Non-Compliance with the Construction Traffic Policy as set out in the CTMP. It will include:
- Ensuring there is a recording procedure for community concerns and complaints about traffic construction activities.
  - Includes requests for notification on incorrect vehicle routeing, unacceptable queueing, unacceptable parking, non-compliance with safety and environmental standards and programmes.
  - Encourages residents/volunteer groups to report HGVs that use the villages.
  - Ensuring reporting system is accessible and user-friendly that includes contact details of the Community Liaison Officer to report breaches and complaints in the form of telephone number, email address and website – including an out of hours or emergency contact.
  - Reporting on number of complaints in site communications and similar reporting for residents.
- 8.2.2 Otherwise, site contracts will include specification of the authorised access routes, including consequences for non-compliance.



## 9 Monitoring and evaluation

### 9.1 Monitoring the CLP

9.1.1 Monitoring against the objectives creates the foundation for a successful CLP. The following will be monitored:

- Quantitative and Qualitative Monitoring of the enquiries and complaints procedure
- Monitoring of response time to enquiries and complaints, recording number of responses and time taken to respond.
- Monitoring of the number of community engagement activities taking place and review of the outcome of those engagements.
- Review stakeholder feedback that has been recorded and how it has been considered and whether it resulted in a change of action.
- Recording of number of opportunities and engagements that have been created to achieve wider benefit e.g., education, training, skills or wellbeing opportunities.

### 9.2 Review & Evaluation of the CLP

9.2.1 The CLP will be reviewed regularly to ensure objectives are achieved and communications are continuously improved, changes will be approved by the relevant Local Authorities. Quantitative data and qualitative data through evaluation forms will be reviewed to help evaluate engagement.

9.2.2 The review will include stakeholder mapping to ensure the CLP remains valid, targeting the correct stakeholders.

9.2.3 Ad-hoc reviews of the CLP will take place if there is a change in the project that has an impact upon engagement with the community.

## 10 Appendices

## Appendix 1: Communication Risk Management Plan

Template to be completed for final CLP

Risk No.	Risk	RAG Rating	Mitigation	Responsibility	Date	Comments

## Appendix 2: Stakeholder List

### CWWTPR Stakeholder List

#### Prescribed

Anglian Water
Bedford Borough Council
Bottisham Parish Council
Braintree District Council
Cadent Gas Limited
Cambridge City Council
Cambridge University Hospitals NHS Foundation Trust
Cambridge Water
Cambridgeshire and Peterborough Combined Authority
Cambridgeshire and Peterborough Police and Crime Commissioner
Cambridgeshire Constabulary (Architectural Liaison Officer)
Cambridgeshire County Council
Cambridgeshire County Council - Highways Authority
Cambridgeshire County Council (Highways)
Cambridgeshire County Council (Transport Assessment Team)
Cambridgeshire Fire Authority
Cambs Police (additional contacts)
Canal & River Trust
Central Bedfordshire Council
Civil Aviation Authority
Coal Authority
Conservators of the River Cam
East Anglian Area Team (NHS)
East Cambridgeshire District Council
East of England Ambulance Trust
Eastern Power Networks PLC
Eclipse Power Networks Limited
Ely Group of Internal Drainage Boards
Energy Assets Networks Limited
Energy Assets Pipelines Limited
Environment Agency
ES Connections Limited
ES Pipelines Limited
ESP Connections Limited
ESP Electricity Limited
ESP Networks Limited
ESP Pipelines Limited
Essex County Council
Fen Ditton Parish Council
Forbury Assets Limited

## Prescribed

Forestry Commission
Fulcrum Electricity Assets Limited
Fulcrum Pipelines Limited
GCP Better Public Transport
Greater Cambridge Shared Planning Service
GTC Pipelines Limited
Haddenham Level Drainage Commissioners
Harlaxton Energy Networks Limited
Harlaxton Gas Networks Limited
Health and Safety Executive
Hertfordshire County Council
Highways England Historical Railways Estate
Historic England
Homes England
Horningsea Parish Council
Huntingdonshire District Council
Independent Pipelines Limited
Independent Power Networks Limited
Indigo Pipelines Limited
Indigo Power Limited
Landbeach Parish Council
Last Mile Gas Limited
Leep Electricity Networks Limited
Leep Gas Networks Limited
Lincolnshire County Council
Little Wilbraham & Six Mile Bottom Parish Council
Littleport and Downhall Internal Drainage Board
Lode Parish Council
London and Continental Railways Limited
Middle Fen and Mere Internal Drainage Board
Milton Parish Council
Ministry of Defence
Murphy Gas Networks Limited
Murphy Power Distribution Limited
National Grid Electricity System Operator Limited
National Grid Electricity Transmission Plc
National Grid Gas Plc
National Health Service England
National Highways - East of England
NATS En-Route Safeguarding
Natural England
Network Rail
Network Rail (Email Address)
Network Rail (High Speed) Limited

### Prescribed

Network Rail Infrastructure Limited

NHS Cambridgeshire and Peterborough Clinical Commissioning Group

NHS Commissioning Board

Norfolk County Council

North Hertfordshire District Council

North Northamptonshire Council

Old West Internal Drainage Board

Planning Inspectorate

Quadrant Pipelines Limited

Rail Safety and Standards Board

Royal Mail Group

Save Honey Hill Group

SCDC Traveller Liaison Officer

South Cambridgeshire District Council

Squire Energy Limited

Stow-Cum-Quy Parish Council

Suffolk County Council

Swaffham Internal Drainage Board

Swavesey Internal Drainage Board

Teversham Parish Council

The Council of the City of Peterborough

The Crown Estate Commissioner

The Electricity Network Company Limited

UK Power Distribution Limited

UK Power Networks Limited

United Kingdom Health Security Agency

Utility Assets Limited

Uttlesford District Council

Vattenfall Networks Limited

Waterbeach Level Internal Drainage Board

Waterbeach Parish Council

West Suffolk Council

### Unprescribed

Atkins Global

British Horse Society

Cam & Ely Ouse Catchment Partnership

Cambridge Airport

Cambridgeshire Climate Emergency (CCE)

Cambridgeshire Gardens Trust

Cambridgeshire Local Access Forum

Campaign to Protect Rural England (CPRE) Cambridgeshire and Peterborough

Country Land and Business Association

### Unprescribed

Gardens Trustciation
GCP Better Public Transport
Inland Waterways Association (Great Ouse Branch)
National Farmers Union
National Trust
Natural Cambridgeshire
RLW
RSPB
Sustrans
The Woodland Trust
The Wildlife Trust
Urban & Civic
Water Resources East
Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire

### Community Groups

Cam Valley Forum
Cambridge Ahead
Cambridge Conservation Forum
Cambridge Conservation Forum
Cambridge Cycling Campaign (Camcycle)
Cambridge Fish Preservation and Angling Society
Cambridge Past, Present and Future
Cambridge Ramblers Group
Cambridge Rambling Club
Cambridgeshire ACRE
Cambridgeshire Rowing Association
Friends of Milton Country Park
Friends of the Roman Road and Fleam Dyke
Friends of Worts Meadow
Fulbourn Day Centre
Horningsea Residents Association (HRA)
Landbeach Society
Milton Air Quality Working Party
Milton Local History Group
Natural Cambridgeshire
North Cambridge Community Partnership
Quy Fen Trustees
Quy Village Association
Tithe Barn Trust
Waterbeach Angling Club
Cambridge Rowing Club
Cambridge Sailing Club

### Community Groups

Great Ouse Boating Association
Waterbeach and District Bridleways Association

### Hard to reach groups

Age UK Cambridgeshire & Peterborough
Alzheimer Society
Cambridge Council for Voluntary Service (CCVS)
Cambridge deaf association
Cambridge Learning Disability Partnership
Cambridgeshire and Peterborough Federation of Young Farmers Clubs
Cambridgeshire Celebrates Age
Camsight
Care Network Cambridgeshire
Charitable Housing Association Cambridgeshire
Disability Cambridgeshire
Hunts Forum of Voluntary Organisations
Ormiston Trust
South Cambridgeshire Traveller Liaison Officer
The Gatehouse
The WI – Cambridge Federation Cambridgeshire Older People's Enterprise (COPE)
Visit Cambridge and Beyond



## Appendix 3: Communications Activity Plan

Template to be completed for final CLP

Activity	Target Audience	Frequency	Responsibility	Date Completed	Comments

## Appendix 4: Enquiries and Complaints Procedure

To be provided at final CLP

## Get in touch

You can contact us by:



Emailing at [info@cwwtpr.com](mailto:info@cwwtpr.com)



Calling our Freephone information line on **0808 196 1661**



Writing to us at **Freepost: CWWTPR**

You can view all our DCO application documents and updates on the application on The Planning Inspectorate website:

<https://infrastructure.planninginspectorate.gov.uk/projects/eastern/cambridge-waste-water-treatment-plant-relocation/>