



LAND OFF GROVE ROAD
BOSTON SPA
COMMUNITY LIAISON PLAN

making our homes,
our workplaces and
the wider environment
a better place

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1.0 PURPOSE

The purpose of this plan is to define the procedure to be used by Miller Homes Ltd to comply with the requirements of the Pre Commencement Condition 29 of Planning Application 13/03196/FU

Condition 29 being worded as follows:

<p>Other Matters</p> <p>29.</p>	<p>Prior to the commencement of development, a Community Liaison Management Plan shall be submitted to and agreed in writing by the local planning authority. This shall include details of a working party involving Boston Spa Parish Council, Clifford Parish Council, Ward Members, developers/contractors and relevant Council Officers in relation to matters associated with site construction, vehicle deliveries and greenspace. The development shall not be carried out other than in accordance with the terms of the Community Liaison Management Plan.</p>
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This Plan outlines a forum for Miller Homes Ltd to engage with the local community working party including Martin House Hospice, Boston Spa Parish Council, Clifford Parish Council, Ward Members, relevant council officers and other interested local community groups in relation to matters associated with the proposed developments construction, vehicle deliveries and greenspace delivery as specified under Planning Condition 29.

Miller Homes Ltd are passionate about enhancing communities, our involvement begins even before the pre-planning stage and lasts long after the final home has been sold. Community consultation is a key stage in the development of our plans. We ensure information is accessible to all interested parties and the feedback we receive is taken on-board and informs our proposals.

Once on site, we have our own robust scheme “Miller Respect” to ensure any potential impacts on the local community are kept to a minimum. Miller Respect comprises of strict safety, health and environment practices, proactive communication and a straightforward complaints process, including a 24/7 telephone hotline.

2.0 DEFINITIONS

The Plan – Community Liaison Management Plan

CLM – Community Liaison Manager

Site Construction – Details for forthcoming works, review of current construction activities, overall impact on the surrounding community.

Vehicle Deliveries – Route of deliveries to and from the site

Green Space – Land to be used as public access areas

3.0 COMMUNITY LIAISON STRATEGY

3.1 Appointment of Community Liaison Manager (CLM)

3.1.1 We have appointed the following members of our project team in the following capacities:

- PRE CONSTRUCTION CLM – JON TATE
(PROJECT CO ORDINATOR – Miller Homes Ltd)
Tel: 0870 336 4600
- PRODUCTION CLM – WAYNE SUTTON
(PRODUCTION DIRECTOR)
Tel: 0870 336 4600
- CONSTRUCTION CLM – MICHAEL HEELS
(SITE MANAGER - Miller Homes Ltd) – 07917 247464
NB: Miller Homes contact responsible for daily construction operations.

3.1.2 Key Roles and Responsibilities

The CLM shall be responsible for the following duties/undertakings

- Developing and implementing The Plan for community liaison/relations
- Developing good working relationships i.e. consultation and liaison with all parties associated with the project including Martin House Hospice, Boston Spa Parish Council, Clifford Parish Council, Ward members, relevant council officers and local community groups etc.

- Administering the process of complaint resolution and developing resolution action plans.
- Providing the contact telephone number for the Miller Homes Site Manager for queries raised during site operating hours.
- Recording all issues raised (both pre-construction and during construction). All issues to be discussed at bi monthly liaison meetings or as deemed necessary including any action points undertaken between meetings.

3.2 LIAISON MEETINGS

Meetings are to be held on site once every two months on the last Friday at 10am. Commencing on the 28th July 2017. Additional meetings may be convened should this be deemed necessary.

The purpose of the meetings will be to discuss issues applicable to review site construction, vehicle deliveries and delivery of the greenspace areas, together with any issues of concern raised by the local community.

3.3 COMMUNICATION CHANNELS

We shall regularly review the methods by which interested parties/or those who might be affected by the construction activities are informed and adapt those methods as necessary depending on the stage of the works and the persons involved.

Personal contact between representatives of organisations/residents shall help to create understanding and support for what is actually happening at site level thereby dispelling any misunderstanding and potential discord.

3.4 ENQUIRY/COMPLAINTS PROCEDURE AND MONITORING

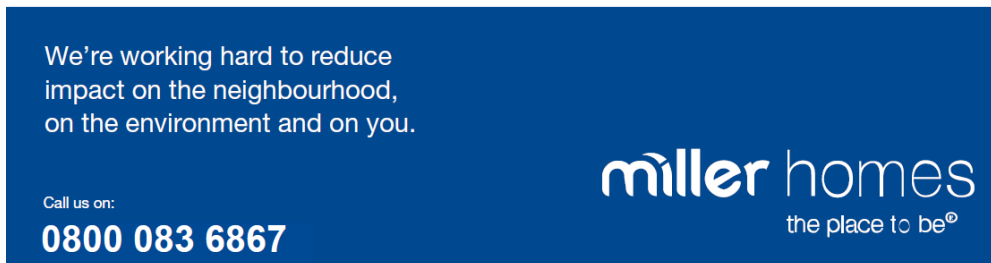
3.4.1 All enquiries, concerns and complaints from the local community shall be directed to Miller Homes Ltd and logged, responded and tracked.

3.4.2 Should anyone wish to enquire personally (ideally following an initial telephone or written enquiry) then they shall be directed to or meet at a convenient site location agreed with the CLM.

3.4.3 The register of enquires shall be regularly reviewed during Project Review Meetings in order that performance and response times can be monitored.

3.5 MILLER RESPECT

3.5.1 The Miller Respect Scheme applies to all Miller Homes developments sites. The scheme has been developed to improve our interface and communication with the public (including our customers, our neighbours, and other bodies affected by our construction activities) and supports our policy on Corporate Responsibility.



- Miller Respect signage to be displayed at prominent positions on the site (e.g. at site entrances or the start of construction works).
- A National Contact number (0800 083 6867) is displayed on the signage. This service will be manned on a 24/7 basis. Miller Homes commit to providing feedback to any enquiry within 48 hours (72 hours if the item is recorded over the weekend) unless the issue is deemed to be an emergency (i.e imminent danger to the public)
- All calls/contacts (e.g. via the National Contact Number, Site Manager or Regional Office) to be logged on the Miller Respect Call Log for the development.
- Miller Homes will communicate with the local community to keep them informed and to notify them of progress or any key events.
- The log will be reviewed and all actions to be appropriately closed out by the Production or Construction CML.
- The log will be made available for review at any subsequent liaison meetings.

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