

Document Author: Ffion Davies & Amy Bodey	Print:	Signature:
Document Reviewer: Rob Gully	Print:	Signature:
Document Approver: Bart Obernick	Print:	Signature:
Issue Date:	10 June 2013	
Revision:		
Document No.:	1	
Document File Name:		
Status Supplied:	Draft	
Interface Ref. No.:		
Supersedes:		



GALLOPER OFFSHORE WIND FARM COMMUNITY LIAISON PLAN

Rev	Comment	Issue Date
1	Issued in draft for comment to SCDC	10/06/13

Hard copies of this document are not controlled
Refer to the project document management system for the latest document revision

CONTENTS

1. Project Background.....	2
2. Project details	2
3. Community Liaison Plan Objectives	3
4. Plan delivery.....	3

1. Project Background

Galloper Offshore Wind Farm is a proposed project located at its nearest point 27 kilometres (km) off the Suffolk Coast, with a capacity of up to 504 megawatts. It has the potential to supply hundreds of thousands of UK households with renewable energy.

The project received a Development Consent Order (DCO) from the Secretary of State for Energy and Climate Change at the end of May 2013.

2. Project details

The GWF application comprises offshore and onshore elements (to allow the energy produced by the project to feed into the national grid and) as outlined below:

2.1 Offshore

- Up to 140 wind turbines arranged into up to 3 key areas, depending on the individual capacity of each turbine, with a maximum blade tip height up to 195 metres (m), the majority of turbines being located on the seaward side of the existing GWF.
- Up to four offshore platforms for electricity substations, collector stations and/or accommodation.
- Up to three offshore meteorological masts (for measuring wind speeds and directions) with a maximum tip height up to 130m.
- Buried subsea intra and inter-array cables linking the turbines to the offshore electricity platforms.
- Up to three buried subsea export cables which will follow a generally north westerly route and will link the offshore substations to the onshore underground joint bays (with landfall on the Suffolk coast, just south of Sizewell).

2.2 Onshore

- Joint bays located south of Sizewell Gap, where onshore and offshore cables are connected to each other.
- A cable corridor which will accommodate the onshore cables from the joint bays to the GWF substation compound. The cables will run in a generally westerly direction, south of Sizewell Gap and then generally northerly and/or westerly direction to the electrical substation.
- The electricity substation (to be located in a generally westerly direction from Sizewell and adjacent to the recently installed GWF substation) comprising up to two compounds occupying an area of 3.1 hectares in total (fenced area):
 - The GWF compound containing buildings and electrical infrastructure up to a maximum of 14m in height (although 75% of the footprint of the compound is restricted to a maximum height of 8m).
 - The transmission compound next to the GWF compound with similar equipment which will primarily receive electricity from the adjacent GWF compound and transform the voltage generated by the offshore wind farm to one suitable for connection to the national electricity grid.
- A cable corridor to accommodate 132 kilovolt (kV) underground cables connecting the transmission compound and the existing cables between National Grid's Sizewell and Leiston A substations.

- A cable corridor to accommodate 400kV underground cables between the transmission compound and two sealing end compounds.
- Up to two sealing end compounds each up to approximately 0.2 hectares in size, which connect the 400kV cables to overhead wires for onward connection to two existing adjacent transmission towers (pylons), both being north of Sizewell Gap and east/southeast of the GWF substation. Equipment in the sealing end compounds will be up to a maximum of 13m in height.
- New wires connecting upwards from the sealing end compounds to extended outer arms of the two existing adjacent transmission towers.
- Temporary compound(s) to be used during onshore construction works.
- Tree removal/planting and landscaping around the substation and sealing end compounds.
- Construction of temporary and permanent access(es) to the GWF compound, transmission compound and sealing end compounds (not in the public highway).
- Landscaping in the vicinity of the proposals.
- Temporary access along Sizewell Beach from the existing beach car park area.

4. Community Liaison Plan Objectives

The purpose of the Community Liaison Plan is to ensure our communications are appropriate, accessible, timely, targeted, honest and easily understood. We want to:

- Provide a clear method through which local people can contact the project team with queries or concerns;
- Respond to local peoples questions and concerns promptly and appropriately;
- Update the local community on key project activities and developments;
- Develop two-way communication channels to ensure the local community receives timely and relevant information, can have their questions answered and provide feedback to the team;
- Build relations with the local community – to be identified as a good neighbour

5. Plan delivery

We will have a number of communication channels to ensure our objectives are met. These will include:

Website

Our website, www.galloperrwindfarm.com will be kept up to date with latest project developments and our contact details will be clearly visible. The website will also be used to publicise key Requirements and Conditions set out in our DCO, and any other compliance documents we produce, so that the public can see what we need to comply with during our construction period.

Email

A project email address has been set up and will be included in all materials that go out: galloperr@rwe.com

The address links to a mailbox regularly manned by the project public relations team.

Telephone

A local rate telephone number has been set up and advertised to allow local residents to get in touch with the project team: 0845 078 2941.

Post

Our new postal address has been updated and advertised to allow local residents and interested parties to write to us:

Galloper Wind Farm
RWE Npower Renewables Ltd
Auckland House
Lydiard Fields
Great Western Way
Swindon, SN5 8ZT

Direct mail

We will send letters and emails at key stages to members of the public who have registered to be kept updated on the GWF project and to the database of local residents. If the activity could potentially affect a specific area or group, this area will be considered for direct communication and all addresses within this target area will be sent information.

Local Liaison Committee

We will offer to set up a Local Liaison Committee (LLC) to provide the key forum where community representatives can meet with GWFL and our construction contractors to discuss the project and review any issues that have occurred. The LLC will also provide an opportunity to preview the forthcoming programme of works.

Face to face

We will be available to meet members of the local community to provide an update and answer questions on the project when requested. Opportunities to do so will respond to specific requests and will be timed to coincide with meetings with the Local Liaison Committee.

Notice board

We have access to update the notice board at Sizewell Beach Café. This will be kept updated when we have new information to disseminate to the local community.

Media

Local press will be kept informed with any updates on the project which are relevant or of interest to the Suffolk area.

Document Reference:	
Document File Name:	On-shore Construction Complaints Procedure
Document Author:	Hugh Morris. Amended by Ffion Davies
Issue Date:	
Revision:	1
Status Supplied:	Draft
Interface Number:	
Supersedes:	Rev 3

Procedure for dealing with onshore construction complaints

GALLOPER OFFSHORE WIND FARM LTD

Document Approval

Document Owner	Approver	GOFL Acceptor
_____		_____
Name: .	Name:	Name:
Role:	Role:	Role:
Date:	Date:	Date:
-----	-----	-----

Copyright © 2010 RWE Npower Renewables Limited

All pre-existing rights reserved.

This document is supplied on and subject to the terms and conditions of the Contractual Agreement relating to this work, under which this document has been supplied, in particular:

Liability

In preparation of this document RWE npower renewables has made reasonable efforts to ensure that the content is accurate, up to date and complete for the purpose for which it was contracted. RWE npower renewables makes no warranty as to the accuracy or completeness of material supplied by the client or their agent.

Other than any liability on RWE npower renewables detailed in the contracts between the parties for this work RWE npower renewables shall have no liability for any loss, damage, injury, claim, expense, cost or other consequence arising as a result of use or reliance upon any information contained in or omitted from this document.

Any persons intending to use this document should satisfy themselves as to its applicability for their intended purpose.

The user of this document has the obligation to employ safe working practices for any activities referred to and to adopt specific practices appropriate to local conditions.

REVISION HISTORY

Rev	Comment	Author	Issue Date
01	Issued in draft to SCDC	Hugh Morris	10/06/13

About this template

Please email any template support requests with the template revision number (shown below), Microsoft Word version, build number and service pack number, to Gwynt y Môr Document Control, email address: gym_document_control@rwe.com. This address can also be used for new template requests.

CONTENTS

1. Introduction	4
2. Procedure and Responsibilities	4
2.1. Procedure for handling telephone complaints and enquiries.....	4
2.2. Procedure for handling letters of complaints and enquiries	5
2.3. Investigation process.....	5
2.4. Response to complaints	5
3. Appendix A: Contacts List	Error! Bookmark not defined.
4. Appendix B: Public Complaints and Enquiries Form.....	6

1. Introduction

This document details the procedure and reporting documentation required for dealing with public interactions and enquiries during the construction of Galloper Wind Farm (GWF).

The purpose of the procedure is to ensure that any concerns are handled in a uniform manner and all relevant information is available for subsequent investigation.

During the construction of GWF, complaints and enquiries could be received from a number of sources. It is envisaged that the any complaints are likely to be associated with the noisiest activities such as substation foundation piling work, although other activities have the potential to attract complaints under certain circumstances.

2. Procedure and Responsibilities

2.1. Procedure for handling telephone complaints and enquiries

The majority of complaints and enquiries received will most likely be communicated by telephone. In this event the following procedure should be adopted. For complaints made in writing see the section that follows.

A local rate telephone number has been set up and communicated to the public via our website, our notice board at Sizewell and letter to the residents in the immediate vicinity.

When a call is received, a 'Public Complaints and Enquiries Form' as in Appendix 1 of this document will be initiated. The internal member of staff taking the call will gather information regarding the incident giving rise to the complaint. The internal point of contact must complete the form with sufficient detail to ensure its accuracy.

The following procedure will then be adopted for communicating the complaint internally and the procedure to be followed for managing the actions required to deal with the complaint.

Galloper Offshore Wind Farm

COMMUNICATIONS PROCEDURE (specifically for dealing with noise complaints and enquiries)

Scenario 1: Complaint from the public direct to RWE npower renewables		
Cause: public have been advised in media communications to contact RWE for all complaints*		
A - call during office hours (9am to 5pm)	Step 1	Call received.
	Step 2	Details of complaint recorded and the 'Public Complaints and Enquiries Form' completed.
	Step 3	Complaint will then be directed to person who has the ability to answer the complaint. PR/Development Manager will coordinate complaint management.
B - call on a weekend of after hours	Step 1	Call received and voicemail left
	Step 2	Complainant to be called back (or by whatever realistic means are made available in the voicemail).
	Step 2	Details of complaint recorded, 'Public Complaints and Enquiries Form' completed.
	Step 3	Complaint will then be directed to person who has the ability to answer the complaint. PR/Development Manager will coordinate complaint management

2.2. Procedure for handling letters of complaints and enquiries

In the event of a written complaint being received on site, the nominated point of contact (PR/Construction Manager) will process the letter.

The nominated point of contact (PR), upon receiving the letter, will be responsible for establishing sufficient facts about the complaint to enable a 'Public Complaints and Enquiries Form' to be completed as far as possible under these delayed circumstances.

The nominated point of contact will establish the best placed person to respond to the complaint and direct as appropriate. PR will provide responses to all complaints and enquiries that are not noise related with input from appropriate personnel.

The construction manager will log the complaint in Madison.

In the event of an Environmental Health Officer making a formal instruction to stop work, the relevant Package Manager has the authority to stop the relevant work. However it is not possible to stop work once started, the relevant work would be stopped at the soonest opportunity when safe to do so. The method statement for undertaking the works will then be reviewed.

2.3. Investigation process

Following the receipt of a complaint, the Construction Manager will initiate an investigation, to establish the probable source and cause of the complaint, in line with Section 5.4 of the CCOP. If the complaint has resulted from an isolated incident which can be explained and avoided, monitoring will not be initiated. If the complaint relates to ongoing activities or activities that will be repeated, monitoring will be initiated.

2.4. Response to complaints

Responses to complaints will be made either by PR or by the Construction Manager, by telephone, email or letter and will be recorded.

3. Appendix 1: Public Complaints and Enquiries Form

Location Galloper Offshore Wind Farm

Nature of Complaint

.....

Date **Time** **Location**

Details.....

.....

Person Reporting Complaint

Name (Mr/ Mrs/ Miss)

Organisation.....

Address.....

.....

.....

Telephone No.....

Galloper Person Recording

Name **Date** **Time**

Further Action Required? No/ Yes

Details of next steps :-

.....

.....

.....

Signed **Date** **Time**

(Construction Manager, PR manager or Development Manager)

Retain on file for 5 years

Gallopier Offshore Wind Farm Ltd: Local Liaison Committee (LLC) Scope

1. LLC Purpose

The Local Liaison Committee (LLC) is being set up by GWFL to act as the key forum where community representatives can meet with GWFL to discuss the project. LLCs are an established part of the best practice process for major construction projects to ensure that communities are kept informed and that issues are resolved in a satisfactory manner.

2. Scope

The purpose of the LLC is not to deal with individual issues or complaints, which will be investigated and resolved by a separate process. The LLC should operate at a higher level looking at the processes that are being used to keep the community informed, reviewing incidents that have occurred and how these have been resolved and discussing the forthcoming programme of work.

3. Composition

The LLC will be composed of GWFL staff, representatives of GWFL’s construction contractors and community representatives.

Table 1 lists bodies that will be invited to join the LLC.

4. Meetings

Meetings will be held at a local venue, preferably in Leiston, arranged by GWFL. Meetings will normally be held in the evening and GWFL will provide a secretary to issue agendas, take notes and issue minutes. Meetings will be chaired by the GWFL construction manager or another identified member of staff.

5. Initial Meeting

Invitations to the initial meeting will be issued in June 2013 and the initial meeting held in July, in advance of the appointment of the Enabling Works contractor. The second meeting could be held in September, during the early stages of the Enabling Works. Meetings would then be held every 3 months or at a period to be agreed by the LLC.

Table 1 Parties to be invited to attend the LLC

Organisation	Role	Name	Contact details
GWFL	Construction manager	To be appointed	
GWFL	Development manager / Consents Manager	Rob Gully / Colin McAllister	
GWFL	Environmental clerk	To be appointed	

	of works		
Enabling Works Contractor	Site manager / environmental manager	TBC 07/2013 Starting 09/2013	
National Grid Substation Contractor	Site manager / environmental manager	(starting after 01/2014)	
Galloper Electrical Contractor	Site manager / environmental manager	(starting after 05/2014)	
Suffolk Coastal DC	Area planning officer	Steve Milligan	Steve.Milligan@SuffolkCoastal.gov.uk
Suffolk Coastal DC	DC Ward Councillor & Leiston Town Councillor	Tony Cooper	Telephone: 01728 830181 (home), 07884 054882 (mobile) Email: tony.cooper@suffolkcoastal.gov.uk
Suffolk Coastal DC	DC Ward Councillor & Leiston Town Councillor	Trevor Hawkins	Telephone: 01728 830234 (home), 07711 373625 (mobile) Email: trevor.hawkins@suffolkcoastal.gov.uk
Suffolk Coastal DC	DC Ward Councillor & Leiston Town Councillor	Andrew Nunn	Telephone: 07833 441348 Email: andrew.nunn@suffolkcoastal.gov.uk
Suffolk County Council (Highways)	Area Highways Manager	Derek Oldham	Derek.Oldham@suffolk.gov.uk
Suffolk County Council	County Councillor	Richard Smith	Work 01728 602714 Mobile 07545 423817 Fax richard.smith@suffolk.gov.uk
Leiston Town Council	Town Clerk	John Rayner	01728830388 info@leistontowncouncil.gov.uk
Sizewell Residents Association	Pat Hogan		?
Sizewell Fishermen's Representative			?
EDF	Liaison officer		?

