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Service Delivery Plan

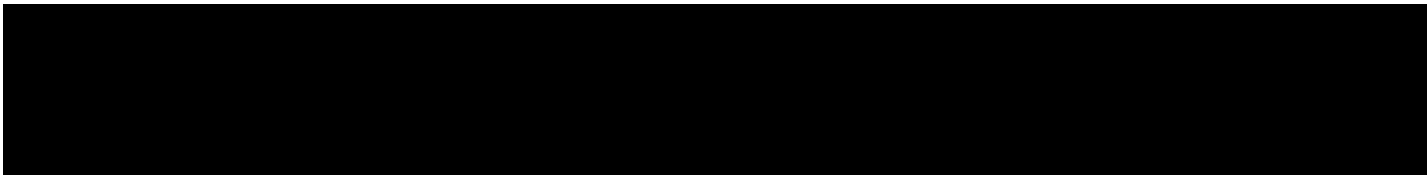
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## **Method Statement 5.7 - *Community Liaison Plan***

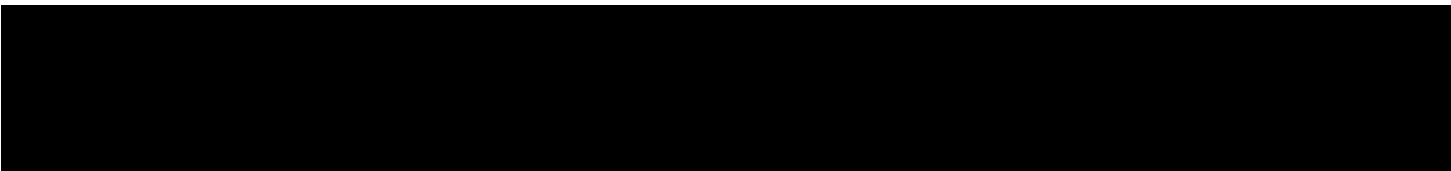
### **MS 5.7a - *Community Liaison Plan***



#### **MS 5.7a.i - *Site Liaison Group***

Viridor Waste Management Limited runs a site liaison group in Sutton related to their landfill and composting operations at Beddington Lane that forms an important part of their commitment to working closely with the community throughout the lifetime of their sites. This site liaison group will be extended by the Contractor to cover the Planning Application process, the Works Period and the Services Period for the Key Facility.

Invitations to the site liaison group meetings will be sent at least annually during the Planning Application process, the Works Period and the Services Period for the Key Facility. If there is no interest in attending such meetings, the Authority will be notified and no annual meeting will be required.



### **MS 5.7b - *Virtual Visitors' Centre (VVC)***

The Contractor will provide an online resource for stakeholders to 'experience' how the Key Facility operates. Interactive games and applications, a data room containing facts and figures about waste management in the local area as well as 'live' statistics from the Key Facility will be available.

The VVC will be designed to complement the Authority's website and educational resources.

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A public data room will broadcast live data from the Key Facility detailing total tonnage of Waste per month, operational performance and emissions monitoring. The Authority will have read-only access to the public data room.

#### MS 5.7b.i - *Site Visits*

In addition to the VVC, an education centre is to be provided on-site. Visits to the education centre and the Key Facility will be accommodated by prior arrangement, subject to availability.

Visiting groups will be given essential safety information on arrival, which will detail information about the fire alarm and evacuation. The location of fire exits within the area of the building that visitors will access will be identified together with information on evacuation procedures. The site tour will follow a clearly identified route and will lead to and from the education centre. All parties will be instructed to remain together at all times.

Appropriate personal protective equipment (PPE) for tours will be provided with sufficient equipment for up to 25 people of all sizes. PPE provision will include but will not be limited to:

- Hard hats;
- Safety goggles;
- Gloves;
- Long sleeved fluorescent jackets;
- Sleeveless fluorescent vests; and
- A limited number of hard toed safety shoes and/or boots.

All PPE will be maintained in good condition and kept in locked storage accessible to authorised personnel.

#### MS 5.7c - *Enquiries and Complaints Plan*

A detailed enquiries and complaints protocol will be created 6 months prior to full Services Commencement. Such protocol should be of a similar standard to the example protocol attached as **Appendix 5.7a**, and use the same response timeframes to ensure that all enquiries, queries, complaints or compliments are fully registered, processed, investigated and resolved. The key aims of the protocol are to:

- Deal with the complaint straight away and, if it is not, ensure that an acknowledgement of the complaint is given, either verbally or in writing, and that the complainant's concerns are fully understood;
- Give the name of the person who will act as the point of contact for the complaint;

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- Give feedback to the complainant as information becomes available following investigation of the complaint;
- Investigate the complaint thoroughly and fairly;
- Ensure that the Contractor's staff are well informed, reliable, act professionally and politely at all times and that the information they pass on is accurate and up-to-date; and
- Regularly review the complaints received in order to effect changes, where possible, that will improve the service to stakeholders.

All complaints received from third parties are recorded on an incident report maintained by the Contractor's staff. The complaints are passed to a nominated person (i.e. someone who is able to implement corrective and preventative action). Where a complaint or query is likely to involve a Relevant Authority, the emergency services, an insurance company or the media and the external affairs manager will be informed. All complaints will be investigated and reported to regional managers and discussed at Site meetings.

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