

Policy Statement

We aim to regularly communicate with key stakeholders on project progress, informing the local community of any potential disruption in a timely manner to minimise inconvenience. Where works directly impact homeowners, we endeavour to communicate with them directly, delivering information to their homes or in person.

McLaughlin & Harvey (MCL&H) put stakeholder needs at the very heart of the way we develop and enhance our liaison services. Feedback is part of our ongoing consultation process which we use to learn and continuously improve, creating an atmosphere of mutual trust and respect.

How do I contact the project team?

Telephone or Text

“My enquiry is urgent, or I wish to report a problem”

Please leave a message or send a text to **07584 777227** and the Community Liaison Officer will return your call or resolve as soon as possible

Email

“I wish to request information or provide feedback”

Please email bffps.community@mclh.co.uk and we will be in touch as soon as possible

Suggestions or Comments Box

Or you can put your suggestion, questions or comments into the letter box at the Site Office at Beach Crescent, this will be checked daily, if you want us to contact you please leave your details

How do I find out what is happening?

<https://www.dundee.gov.uk/service-area/city-development/broughty-ferry-flood-protection-scheme>

This website has information on the project, progress and construction programme for the next 2 weeks ahead. We will also use social media and our on-site Community Notice Boards to communicate information including contact details for the project team.

What can I expect to receive and when?

A quarterly newsletter will be issued to all residents to keep the community up to date with the progress of the project. The Community Liaison Officer also will regularly liaise with community groups, including the Community Council, local councillors, affected businesses and residents to ensure timely communication of any works which may directly impact them. Where any work will directly impact properties, we will communicate this by letter to affected properties within 2 weeks of the planned works to allow residents the opportunity to make suitable arrangements or request additional information.

We encourage consultation and feedback to help us continuously improve and aim to reply promptly to any requests for information, feedback or suggestions. We also ask that anyone who requires adapted communications make us aware of their individual requirements and we will aim to accommodate these where possible.

Broughty Ferry Flood Protection Scheme Communication Policy – October 2020