

Community liaison guidance: guidance for developers and contractors

We expect you to consult with the local community before submitting your draft Construction Management Plan (CMP) to the Council. If you do not include evidence of the consultation with your submission or we are not satisfied with the level of liaison undertaken, we will not review the CMP.

A: Before you submit your CMP to the Council

1. Who to consult:

- Neighbouring residents, business, schools and organisations that will be affected by the demolition and construction of the development.
- This should be proportionate to the scale of the development and should include as a starting point:
 - All the properties along the street on which the site is located and those who back onto and front the site.
 - Ward councillors – you can [find your ward councillor](#) on our website.

2. How to consult:

- Send letters and / or emails allowing at least 14 days to comment on the proposals.
- If you are required to form a Community Working Group please see the CMP pro-forma for further information. [\[link\]](#)

3. What to include in your letter:

- A statement making clear that the consultation is about the CMP.
- A summary of the key details of the construction process and a copy of the CMP, or a link to a website where the CMP is available to view and download.
- The deadline for comments.
- Contact details of who to contact with any questions and where to send comments.

4. Incorporating consultation feedback in your submitted CMP:

- Review all comments received and where possible make changes to the CMP to address the concerns raised.
- When submitting the CMP to the Council, include a consultation document as an appendix outlining:
 - Who was consulted.
 - A summary of the comments received.
 - How the CMP has been amended / mitigation measures put in place in response to comments received. Where the CMP has not been amended, an explanation of the reasons for not making changes.

B: Ongoing engagement during construction works

The Council expects ongoing engagement with neighbouring residents, businesses and organisations during the course of the works. Experience demonstrates that this can have a significant effect in reducing the number of complaints received during the construction process.

Ongoing engagement should include but is not limited to:

- **Looking forward updates/ newsletters** – outlining what is taking place on site in the next two weeks (i.e. type of work, the number and size of vehicles) and contact details for any concerns or comments. Ideally these will be sent fortnightly to affected residents, by letter or email, and displayed on notice boards on the hoarding outside the site
- **Any revisions to the CMP** – you should undertake further consultation with residents if it becomes necessary to do so during the course of the development.

Questions – if you have any questions on community liaison please contact the planning obligations team:
planningobligations@camden.gov.uk.