

A6 MARR - Stakeholder Communications Action Plan

Workshop assigned Project Team Owner	Stakeholder Group	Message What you are telling people?	Audience The groups of people you are trying to reach	Priority This relates to your stakeholder analysis exercise. (1) = High Interest/High Power, (2) = High Interest/Low Power, (3) = Low Interest, High Power, (4) = Low Interest/Low Power	Channel How you will communicate the message (specific media)	Message delivery responsibility The person taking responsibility for delivering the message	Action What is the activity taking place?	Timing When the communications activity is scheduled to take place?	Section of the Scheme					Status/Status of engagement (RAG)		Wider issues that could be raised during engagement	
									All	1 WCML to A6	2 Existing A555 to WCML	3 Existing A555	4 Airport to existing A555	Planned / Current	Informal / Formal		
	Governance																
JMcM	SMBC + Area Committees (Marple, Stepping Hill, Bramhall South and Cheadle Hulme and Cheadle)	- Approval procedures for the scheme - Construction - Overall programme with milestones and updates - Briefings about ongoing public engagement activities in advance of it taking place - Construction impacts in their area and how they will be mitigated - Details of traffic management requirements - Response to specific enquiries/ issues relating to the scheme	Local members General public	1 - High Interest / High Power	Attendance at Area Committee meetings Meetings with officers/ members as and when required Proactive member briefings (issued via SMBC officer contacts) Ad hoc response to officer/ member enquiries	GM	Briefings to be provided to local members in advance of any wider public engagement Programme of communications to be developed in advance in preparation for planning approval confirmation. Ongoing engagement as and when required	Ongoing		1	1	1	1		Future meetings arranged	Formal	- Handforth East Development - Woodford Aerodrome development - A6 to M60 Link - A6 Corridor Study
JMcM	MCC + Wythenshawe Area Committee	- Approval procedures for the scheme - Collaboration - Overall programme with milestones and updates - Briefings about ongoing public engagement activities in advance of it taking place - Construction impacts in their area and how they will be mitigated - Details of traffic management requirements - Response to specific enquiries/ issues relating to the scheme	Local members General public	1 - High Interest / High Power	Attendance at Area Committee meetings Meetings with officers/ members as and when required Proactive member briefings (issued via MCC officer contacts) Ad hoc response to officer/ member enquiries	GM	Briefings to be provided to local members in advance of any wider public engagement Programme of communications to be developed in advance in preparation for planning approval confirmation. Ongoing engagement as and when required	Ongoing					1		Future meetings arranged	Formal	- Manchester Airport car park expansion - Airport City - Metrolink Works
JMcM	CEC + Town and Parish Councils (in particular Styal Parish Council)	- Approval procedures for the scheme - Collaboration - Overall programme with milestones and updates - Briefings about ongoing public engagement activities in advance of it taking place - Construction impacts in their area and how they will be mitigated - Details of traffic management requirements - Response to specific enquiries/ issues relating to the scheme - Consistency of message, objectives, timescales relating to PPR	Local members General public	1 - High Interest / High Power	Attendance at Town and Parish Council meetings Meetings with officers/ members as and when required Proactive member briefings (issued via CEC officer contacts) Ad hoc response to officer/ member enquiries	GM	Briefings to be provided to local members in advance of any wider public engagement Programme of comms to be developed in advance in preparation for planning approval confirmation Ongoing Programme Board meetings Ongoing engagement as and when required	Ongoing		1					Future meetings arranged	Formal	- Poynton Relief Road - Handforth East Development - Woodford Aerodrome Development - A6 to M60 Link (in relation to traffic impact on Disley) - A6 Corridor Study (in relation to traffic impact on Disley)
JMcM	TIGM/ GMCMA	- Ongoing engagement regarding scheme financing and project governance	TIGM officers TIGM Committee Members GMCMA members	1 - High Interest / High Power	AGMARR Programme Board (Bob Morris Chief Operating Officer, TIGM, Steve Warren, TIGM Finance and Corporate Services Director, and Richard Paver GMCMA Treasurer). Written communications/ Briefings Ad hoc meetings as and when required Chief executive briefings	GM	Programme of communications to be developed in advance in preparation for planning approval confirmation. Ongoing Programme Board meetings Ongoing engagement as and when required Updates regarding finance and programme	At least annually		1					Future meetings arranged	Formal	
JMcM	Department for Transport	- Progress and updates of the business case development - CPO and SRO process	Department for Transport officers/ decision makers	1 - High Interest / High Power	Meeting Written communications Financial quarterly reports	GM	Ongoing engagement with DfT officers Public Inquiry, SOS Decision	Ongoing Quarterly financial reporting CPO/ SRO Inquiry in September 2014		1					Current	Formal	
JMcM	MPs (Wythenshawe, Macclesfield, Tatton, Cheadle, Hazel Grove)	- Approval status of the scheme - Overall programme with milestones and updates - Key issues arising throughout scheme delivery that may be raised with MPs by members of the public - Engendering continued support	MPs General Public	2 - High Power/ Low Interest	Letters Meetings as and when required Briefings	GM	Ad hoc correspondence as and when enquiries are made/ issues arise Proactive briefing regarding key project milestones	Upon scheme approval and at key project milestones Ad hoc as and when requested		1					Current	Formal	
	Neighbouring Authorities																
JMcM	Derbyshire County Council	- Approval status of the scheme - Overall programme with milestones and updates - Construction traffic impacts in their area - Consistency of message and programme mitigation measures	Local members Council officers General public	2 - High Power/ Low Interest	Direct contact with relevant officers Website	GM	Ad hoc correspondence as and when enquiries are made/ issues arise Ongoing dialogue regarding delivery of mitigation measures Proactive briefing regarding key project milestones	Upon scheme approval and at key project milestones Ad hoc as and when requested When required in relation to mitigation		1					Ongoing	Formal	
JMcM	Trafford Council	- Approval status of the scheme - Overall programme with milestones and updates - Construction traffic impacts in their area	Local members Council officers General public	4 - Low Power/ Low Interest	Direct contact with relevant officers Website	GM	Ad hoc correspondence as and when enquiries are made/ issues arise Proactive briefing regarding key project milestones	Upon scheme approval and at key project milestones Ad hoc as and when requested		1					Ongoing	Formal	
JMcM	High Peak	- Approval status of the scheme - Overall programme with milestones and updates - Construction traffic impacts in their area - Consistency of message about mitigation measures	Local members Council officers General public	2 - High Power/ Low Interest	Direct contact with relevant officers Website	GM	Ongoing dialogue regarding delivery of mitigation measures Ad hoc correspondence as and when enquiries are made/ issues arise Proactive briefing regarding key project milestones	When required in relation to mitigation measures Upon scheme approval and at key project milestones		1					Ongoing	Formal	
JMcM	Peak Park	- Approval status of the scheme - Overall programme with milestones and updates - Construction traffic impacts in their area - Consistency of message about mitigation measures	Local members Council officers General public	2 - High Power/ Low Interest	Direct contact with relevant officers Website	GM	Ongoing dialogue regarding delivery of mitigation measures Ad hoc correspondence as and when enquiries are made/ issues arise Proactive briefing regarding key project milestones	When required in relation to mitigation measures Upon scheme approval and at key project milestones		1					Ongoing	Formal	
	Technical Delivery																
RS	TAA - SMBC	- Collaboration - Early and ongoing involvement to ensure timely sign off of AP's - Early resolution of CMS alternative proposals or other issues through regular liaison - Consult on preferred options to be adopted to suit future maintenance requirements by LA's - Ensure consistency along new relief road within different LA areas	Nominated Local Authority reps	2 - High Power/ Low Interest	Regular Technical Working Group (Structures, highways, environment) meetings	RS	Meetings ongoing	Ongoing		1					Future meetings arranged	Formal	
RS	TAA - MCC	- Collaboration - Early and ongoing involvement to ensure timely sign off of AP's - Early resolution of CMS alternative proposals or other issues through regular liaison - Consult on preferred options to be adopted to suit future maintenance requirements by LA's - Ensure consistency along new relief road within different LA areas	Nominated Local Authority reps	2 - High Power/ Low Interest	Regular Technical Working Group (Structures, highways, environment) meetings	RS	Meetings ongoing	Ongoing					1		Future meetings arranged	Formal	
RS	TAA - CEC	- Collaboration - Early and ongoing involvement to ensure timely sign off of AP's - Early resolution of CMS alternative proposals or other issues through regular liaison - Consult on preferred options to be adopted to suit future maintenance requirements by LA's - Ensure consistency along new relief road within different LA areas	Nominated Local Authority reps	2 - High Power/ Low Interest	Regular Technical Working Group (Structures, highways, environment) meetings	RS	Meetings ongoing	Ongoing		1					Future meetings arranged	Formal	
JB	Environment Agency	- Confirming contents of the ES, our general pollution prevention controls and over all programme. - Details about any contaminated land and works around water courses. - Issue of consents and permits. - Discharging of EA planning conditions - Drainage strategy approval - Watercourse diversions	EA	1 - High Interest / High Power	Initially through Environmental Liaison Group, then face to face, emails, telephone etc. Note: Kath is setting up the ELG.	JB	Internal meetings to get our approach right and ensure we have designs on the table	Environmental Liaison Group 7th April 2014		1					Ongoing	Formal	
JB	Natural England	- Confirming contents of the ES and see if they agree with the Mouchel masterplan for the works - Will require details of the entire scheme and they will issue various wildlife licences - Discharging planning conditions	Natural England & Wildlife Groups such as GMEU	1 - High Interest / High Power	Initially through Environmental Liaison Group, then face to face, emails, telephone etc. Note: Kath is setting up the ELG. One on one meetings	JB	Internal meetings to get our approach right and ensure we have designs on the table Need to engage with separately rather than as part of ELG - inaugural meeting setting out how we will engage with them. TOR for dealings with NE	Environmental Liaison Group 7th April 2014		1					Ongoing	Formal	
NR	Health & Safety Executive	- Proactive engagement at the beginning of the job - Liaison with HSE representatives - Assistance with any investigations etc - Monitor CMS safety standards	HSE	2 - High Power/ Low Interest	Occasional meetings/ site visits Keeping in touch with HSE initiatives	NR and project Safety Advisor (when appointed)	Site visits and investigations following incidents etc	Meeting in advance of commencement of site. As and when required. An invitation to visit site will be issued in early spring 2015		1					Prior to commencement on site	Formal/ informal	
PL	Fuel Line Operators	- Collaboration - Right people at meetings - Application of licences - OPA Governance and structure - Interface between ecological mitigation for both schemes	OPA OPA Designers OPA Contractor Network Rail Landowners and residents	1 - High Interest / High Power	Meetings to be arranged	PL	Meeting arranged for 15th April with SMBC and OPA Meeting with JB and CSA (environmental consultants (date TBC - early April)	Meeting arranged for 15th April with SMBC and OPA Meeting with JB and CSA (environmental consultants (date TBC - early April)		1	1				Planned	Formal	
BE	Highways Agency	- General Consultation - Design input e.g. signing on trunk roads - Agreement to purchase required land - Awareness of programme, particularly in relation to western end - Signing of legal agreements	Bramhall Oil Terminal HA Network Services Local network managers Land purchase agents	3 - High Interest / Low Power	Meetings in K56 Ongoing in relation to land purchase	AECOM Designer SMBC in respect of land	To be determined in K56 Ongoing in respect of land	K56 Ongoing in respect of land		1					Planned	Formal	
BE	Network Rail NR agreements	- Signing of legal agreements	NR Project Manager & Project Sponsor	1 - High Interest / High Power	Formal progress meetings arranged (monthly)	BE	Legal Agreement	Ongoing - must be complete by July 2014		1					Ongoing	Formal	Involvement of MCC in Transfer Bridge Ownership
RS	Network Rail Design	- Collaboration - Early and ongoing involvement to ensure timely sign off of Form 1, 2 and 3 (Bridge B02) - Early resolution of CMS alternative proposals or other issues through regular liaison	Nominated NR Representatives	1 - High Interest / High Power	Regular liaison meetings	RS	Meetings ongoing	Ongoing		1	1		1		Ongoing meetings	Formal	
JE/ RS	Network Rail	- Booking of possessions	Dave Murphy (NR Planner) Paul Schofield (NR Construction Manager) Nigel Downes (NR Project Manager)	2 - High Power/ Low Interest	One-to-One calls, Ad-hoc meetings as required. E-Mails	JE	Booking of Possessions for Surveys. K56 planner to develop links with Dave Murphy.	Ongoing		1	1		1		Ongoing engagement	Formal	
JE/ RS	Network Rail	- Day to day access arrangements	Paul Schofield (NR Construction Manager) Nigel Downes (NR Project Manager)	2 - High Power/ Low Interest	One-to-One calls, Ad-hoc meetings as required. E-Mails	JE	Access arrangements for GI and supervision whilst working on NR assets. Ongoing to arrange surveys adjacent to NR structures/assets.	Ongoing		1	1		1		Ongoing engagement	Formal	Exchange of best practice Invite to Safety action Group Meetings.
NH	Network Resilience	- Right people from TIGM, and LA's - Traffic management on side roads - Opportunities (resurfacing of existing A555) - PRow diversions - Wider enhancement to the PRow network - Impact on public transport network (TIGM) - We will manage off site parking	TIGM, LA's, public transport operators, winter maintenance plans	1 - High Interest / High Power	Meetings to be arranged in K56	NH	Meetings as required	K56		1					Planned	Formal	

JE	Metrolink	- Collaboration - Close working - Communications regarding construction, traffic management (Shadowmoor Road)	Metrolink team	4 - Low Power / Low Interest	Monthly interface meetings MAG/SBMC/MCC & TGM	RA	Interface meetings MAG/SBMC/MCC & TGM	Monthly										1		Future meetings arranged	Formal			
MCBH	Emergency services (design)	Requirements for airport emergency access will be considered in design development	Emergency services MAG	3 - High Interest / Low Power	Meetings/ correspondence Meeting with MAG to discuss interface issues	MCBH	Meetings/ correspondence Meeting with MAG to discuss interface issues	April										1		Future meetings arranged	Formal			
JE	Fire and Ambulance Service	- We will inform them of our rendezvous points for work should assistance be required - Emergency vehicle access will be maintained during works - Emergency services will be informed in advance of any traffic management required as during the construction phase	GM and Cheshire Fire Service Representatives North West Ambulance Service Representatives	3 - High Interest / Low Power	Letter/ email contact Meetings as and when required	NR	Ongoing engagement regarding access requirements at the Manchester Airport. Updates provided regarding Traffic Management.	KS6												KS6	Formal			
JE	Police	- Site security issues - Emergency vehicle access will be maintained during works - Emergency services will be informed in advance of any traffic management required as during the construction phase	GM and Cheshire Constabulary police representatives	3 - High Interest / Low Power	Letter/ email contact Meetings as and when required	NR	Meeting regarding site security Ongoing contact during scheme development and construction phases	KS6													KS6	Formal		
RS	GM Police Architectural Liaison Unit	- Liaison with police architectural liaison unit around safety concerns e.g. Queensgate - The road follow secure by design principles - We will try to accommodate recommendations made	GM Police Architectural Liaison Unit	4 - Low Power / Low Interest	Meeting early in the detailed design process Review meeting prior to construction	RS	Meeting at commencement of detailed design	Meeting at commencement of detailed design													Planned	Formal		
JB	GM Archaeological Advisory Service Cheshire Archaeology Planning Advisory Service	- The scope of works affecting archaeology issues and ensuring they agree to our working methods - Seek agreement for local archaeology service from CEC and GM	GM Archaeological Advisory Service Cheshire Archaeology Planning Advisory Service	1 - High Interest / High Power	Initially through Environmental Liaison Group, then face to face, emails, telephone etc. Note: Kath is setting up the ELG.	HMCL	Internal meetings to get our approach right and ensure we have designs on the table	Environmental Liaison Group 7th April 2014													Ongoing	Formal		
JB	English Heritage	- The scope of works affecting archaeology issues and ensuring they agree to our working methods.	English Heritage Representatives	1 - High Interest / High Power	Initially through Environmental Liaison Group, then face to face, emails, telephone etc. Note: Kath is setting up the ELG.	JB	Internal meetings to get our approach right and ensure we have designs on the table	Environmental Liaison Group 7th April 2014													Ongoing	Formal		
JB/ JE	Environmental Health Officers (SMBC, MCC, CEC)	- Seek agreement for lead authority for sign off in advance and regulatory in KS6 - We will communicate clearly site activities - We will abide by the CoCP and measures set out within the CEMP - Discharging of planning conditions	Environmental Health Officers (SMBC, MCC, CEC)	1 - High Interest / High Power	Meeting regarding CEMP Initial set up point with a view to agreeing ToR, responsibilities Informal meetings ongoing	JB	Meeting regarding CEMP	Early detailed design (end of 2014) Must be in place before construction activity starts													Planned	Formal		
JE/RS	MOD (Dairy House Lane)	- We will not restrict access to MOD premises. - We will integrate new retaining wall construction with non-adopted access road	Andy Worrall, Defence Business Services (MOD Contact) Jon Brown (SMBC Highways - To assure communications in place)	4 - Low Power / Low Interest	One-to-One calls, Ad-hoc meetings as required. E-Mails.	Reg Arathoon/TMSCO	Initial communications complete. RS to review if should be included in review of design for info only. Ensure contact kept until start of KS6	Completed for Design Development (GI), could arrange to show them the design? To be picked up in KS6													Planned	Formal		
Utilities																								
PL	United Utilities	- Collaboration - Right people at meetings - Planning Dates/Project Start Dates	Landowners and residents SU Customers - Residents & Businesses Local Highway Authorities	3 - High Interest / Low Power	Ongoing Meetings	PL	Meetings with undertakers and SMBC	Meetings held on a monthly basis													1	Monthly meetings	Formal	
PL	Electricity NW	- Collaboration - Right people at meetings - Planning Dates/Project Start Dates - Engagement regarding land access - Advised not to contact landowners at this stage	Landowners and residents SU Customers - Residents & Businesses Local Highway Authorities Environment Agency	3 - High Interest / Low Power	Ongoing Meetings	PL	Meetings with undertakers and SMBC	Meetings held on a monthly basis													1	Monthly meetings	Formal	
PL	National Grid	- Collaboration - Right people at meetings - Planning Dates/Project Start Dates - Advised not to contact landowners at this stage	Landowners and residents SU Customers - Residents & Businesses Local Highway Authorities Environment Agency	3 - High Interest / Low Power	Ongoing Meetings	PL	Meetings with undertakers and SMBC	Meetings held on a monthly basis													1	Monthly meetings	Formal	
PL	BT Open Reach	- Collaboration - Right people at meetings - Planning Dates/Project Start Dates - Advised not to contact landowners at this stage	Landowners and residents SU Customers - Residents & Businesses Local Highway Authorities Environment Agency	3 - High Interest / Low Power	Ongoing Meetings	PL	Meetings with undertakers and SMBC	Meetings held on a monthly basis													1	Monthly meetings	Formal	
PL	Virgin Media	- Collaboration - Right people at meetings - Planning Dates/Project Start Dates - Advised not to contact landowners at this stage	Landowners and residents SU Customers - Residents & Businesses Local Highway Authorities Environment Agency	3 - High Interest / Low Power	Ongoing Meetings	PL	Meetings with undertakers and SMBC	Meetings held on a monthly basis													1	Monthly meetings	Formal	
PL	OPA (see also Fuel Line Operators above)	- Collaboration - Right people at meetings - Planning Dates/Project Start Dates	Landowners and residents LPA (SMBC) Bramhall Oil Terminal Local Resilience Forum for GM Network Rail	1 - High Interest / High Power	Meetings to be arranged	PL	Internal meeting with SMBC and CMS Meeting with the OPA	Meeting arranged for 15th April													1	Planned	Formal	
Others																								
BE	MAG: Operator	- General Consultation & interface issues - Discharge of planning conditions	Decision makers within MAG	1 - High Interest / High Power	Monthly interface meetings MAG/SBMC/MCC & TGM	BE	Interface meeting	Monthly													1	Monthly interface meetings	Monthly interface meetings	
BE	MAG: Developer of Airport City	- General Consultation / interface issues	Decision makers within MAG	1 - High Interest / High Power	Monthly interface meetings MAG/SBMC/MCC & TGM	BE	Interface meeting	Monthly													1	Monthly interface meetings	Monthly interface meetings	
BE	MAG: Tenant	- General Consultation & interface issues	Decision makers within MAG	1 - High Interest / High Power	Lands team negotiations	BE	Meetings as required	Ongoing													1	Monthly interface meetings	Monthly interface meetings	
JMCM	Landowners, Leaseholders and Land Agents affected by GI	- GI only - not start of works - Required to inform technical design of scheme - Introduction of the CMS team - Works will be undertaken in line with the CoCP - GI is independent to Land Negotiations for CPO - No worsening of existing conditions and reinstatement if necessary working to mitigate impact of GI works - TM requirements if necessary - Condition surveys (pre and post GI) and agreed with landowners and tenants - GI Contractor fully briefed and updated - GI Contractor briefed on communications with landowners - Keep records of discussions and agreements (i.e. tele con records) - SMBC to serve notice (7 days) for access - imminent. CMS to negotiate land access with landowners	Landowners, Leaseholders and Land Agents Local Councilors Local MPs - check if informed Environmental Health Officer - contact and inform	1 - High Interest / High Power	Information leaflet SEMMS website Direct correspondence and meetings with landowners	JE	Telephone, email contact Meetings on site Contact with GI contractors Completion Feedback	ongoing GI works started 25/2/14															Formal	
Henry Church	Landowners directly affected: Free and Leaseholders, including land agents.	- Setting clear consistent expectations. - We listen and we care. - We know what we are doing. i.e. Follow correct procedure & act competently. - No inconsistency of message between CMS and SMBC. - Clarity of points of contact, joined up. - Able to answer queries promptly and respond in every case. - We are seeking to purchase land by agreement in advance of CPO - Agreement of any accommodation works	Individuals Groups advised by same Agent. Tenants and Occupiers. Family and friends of individuals. Local Councilors (Incl. Parish) Neighbours.	2 - High Power / Low Interest	Through CBRE One to one meetings/phone calls Meetings with Agents Individual tailored correspondence (e-mail and letter) Follow up feedback KS6 - Organise meetings with key team members to put a face to the name.	CBRE	Land negotiations	Ongoing													1	Ongoing	Formal	
Henry Church	Bramhall Oil Terminal - affected landowner	- Setting clear consistent expectations - We listen and we care - We know what we are doing. i.e. Follow correct procedure & act competently - No inconsistency of message between CMS and SMBC - Clarity of points of contact, joined up - Able to answer queries promptly and respond in every case. - Collaboration - Engagement regarding GI works required as part of design process and works relating to Bramhall Oil Terminal Access track - We will maintain access to the terminal	Decision makers within BOT	2 - High Power / Low Interest	Distribute JE phone number for any construction related queries One to one meetings/phone calls Meetings with Agents Individual tailored correspondence (e-mail and letter) Follow up feedback KS6 - Organise meetings with key team members to put a face to the name.	CBRE	Lands team negotiations	Ongoing													1	Ongoing	Formal	
JMCM	General Public (Statutory Procedures - Planning & CPO & SRO)	- GI only - not start of works - Overall programme with milestones and updates - what when how and why ? - Information exchange - not consultation - Funding status - Rights to compensation - channels of communications - Sign posts to the SEMMS website - Wider mitigation measures - Environmental mitigation measures - Message for adjacent/adjaping schemes - reactive message only - Traffic management will be put in place and disruption minimised - Benefits of the scheme	General Public	4 - Low Power / Low Interest	website email newsletter distributed via email contact list and provided in local community venues letters press releases social media information leaflets exhibitions Local events and visits	EH	Update to be made via SEMMS website, press release and social media upon scheme approval.	Upon scheme approval														1	Upon scheme approval	Formal
JMCM	Residential owners affected by SRO	- A side road order has been served on your property - The side road order a statutory order necessary allow Stockport Council, on behalf of the partnering Authorities to make alterations to the highways affected by the proposed relief road. - It is thought that your current means of access will be affected by the highway works as a result of the scheme. The side road order provides us with the powers to undertake these works. - Details of the proposed alterations to individual properties as a result of the scheme. - We would seek to undertake works through negotiation with affected landowners, however, the SRO is being served as a precautionary measure to ensure that we have the necessary powers in place to undertake the works required	Landowners/ tenants of properties upon which a side road order has been served.	3 - High Interest / Low Power	Direct written engagement Response to telephone/ email enquiries	SMBC officers	Meeting to be arranged over the next 6-8 weeks to seek to resolve objections	Meeting to be arranged over the next 6-8 weeks to seek to resolve objections													1	Ongoing	Formal	
RS	Brookside Garden Centre	- Collaboration - Impacts of construction on the operation of the business will be minimised	Brookside Garden Centre Representative	2 - High Power / Low Interest	Ongoing KS6	RS	Ongoing contact and meetings as and when required	As and when required													1	Future meeting to be arranged	Formal	

NR	Bus Operator Groups	<ul style="list-style-type: none"> Commitment to continual engagement throughout the construction of the scheme Collaboration during traffic management planning Scheme benefits 	Bus operator operations managers	2 - High Power / Low Interest	Ongoing updates throughout the scheme development and construction phases. Meetings as and when required	EH	Ongoing updates and engagement regarding traffic management.	Key project milestones Advanced notice of Traffic Management	1					Future engagement with operators to take place at relevant project milestones	Formal	
JMcM	GM and CEC LEP	<ul style="list-style-type: none"> Overall programme with milestones and updates Economic benefits of the scheme Job creation and training during the construction phase 	GM and CEC LEP Members	3 - High Interest / Low Power	Briefing at key milestones	GM	Update to be provided upon scheme approval	Upon scheme approval	1					Briefing to be provided following approval of the scheme	Formal	
JMcM	Local Liaison Forums	<ul style="list-style-type: none"> Commitment to ongoing engagement regarding the scheme at key milestones Information exchange - not consultation Ensuring that the most directly affected residents are kept fully updated with the latest scheme developments Impacts of the scheme will be mitigated as far as is practicable and proportionate Rights to compensation Communications channels for residents living closest to the scheme to remain directly with the contractor 	Residents with a frontage onto the scheme or where the scheme runs to the rear of property Local members to be invited to LLF meetings	3 - High Interest / Low Power	Local Liaison Forum Meeting Newsletter distributed via email contact list and provided in local community venues Direct mail drop Website Public exhibitions Meetings where required Response to email/letter/telephone contact	EH	Local Liaison Forum drop in session to be arranged for autumn. Opportunity to introduce the contractor to the LLF groups, answer questions about programme, construction impacts. Mail drop to LLF residents as soon as approval is granted to inform them that an LLF will be arranged for Autumn (letter to be prepared and approved in readiness for approval) Ongoing updates provided via SEMMMS info website SEMMMS helpline and email kept open to respond to ad hoc enquiries	Upon scheme approval	1				Local Liaison Forums to take place December 2014	Formal		
JMcM	Local Liaison Forums Specific for GI	<ul style="list-style-type: none"> GI only - not start of works Required to inform technical design of scheme Introduction of the CMS team Works will be undertaken in line with the CoCP TM requirements if necessary GI Contractor fully briefed and updated GI Contractor briefed on communications with landowners Fortnightly progress meetings with Project Team 	Residents living in proximity to the GI works sites to whom works may be	3 - High Interest / Low Power	Direct mail drop Reactive email/telephone correspondence Conversations with GI contractors on site	SMBC officers	Mail drop issued in advance of works Response to email/telephone contact as and when required Conversations with FI contractors on site	In advance of and throughout GI works	1				Ongoing contact	Formal		
JMcM	Queensgate Primary School and St James Catholic High School	<ul style="list-style-type: none"> Commitment to ongoing engagement regarding the scheme at key milestones Information exchange - not consultation Ensuring that the most directly affected residents are kept fully updated with the latest scheme developments We are working to mitigate the impacts of the scheme as possible We will work with St James' Catholic High School to mitigate the impact of works affecting their entrance The scheme offers education opportunities for the school through site visits, presentations to pupils 	Teachers Governors Parents Pupils	3 - High Interest / Low Power	Local Liaison Forum Meeting School visits Site visits Public exhibitions Response to email/letter/telephone contact Website	EH	Queensgate Primary School parents, governors and teachers to be invited to relevant LLF. Engagement with St James Catholic High School associated with key milestones and as and when required.	Upon scheme approval	1		1		Local Liaison Forum Meetings to be arranged upon scheme approval being granted to which Queensgate would be invited. Ongoing engagement with St James Catholic High School	Formal		
JMcM	High Lane Residents' Association	<ul style="list-style-type: none"> Commitment to ongoing engagement throughout scheme development process Complementary and Mitigation measures (CMM) will be implemented to manage the impact of the scheme on the A6 through High Lane Stockport Council, the local highway authority, will be responsible for developing and implementing the designs for the CMM We will work with the local highway authority to manage the impact of construction traffic on the A6 Local residents will be kept updated as the scheme develops 	HLRA members High Lane residents	3 - High Interest / Low Power	Attendance at HLRA meetings Proactive and reactive written communications Public exhibitions	GM	Ongoing engagement with HLRA. Update to be made via SEMMMS website, press release and social media upon scheme approval.	Ongoing and associated with scheme approval announcement	1				Upon scheme approval	Formal	- Future link from A6 to the M60 - A6 Corridor Study outcome	
JMcM	Woodford Community Council	<ul style="list-style-type: none"> Commitment to ongoing engagement throughout scheme development process Overall programme with milestones and updates Information exchange - not consultation Wider mitigation measures Environmental mitigation measures Message for adjacent/adjoining schemes - reactive message only, in particular Woodford Aerodrome Development is not linked to the AMARR Traffic management will be put in place and disruption minimised Management of construction impacts Benefits of the scheme 	HLRA members High Lane residents	3 - High Interest / Low Power	Attendance at WCC meetings Proactive and reactive written communications Public exhibitions	GM	Update to be made via SEMMMS website, press release and social media upon scheme approval. Update to be made via SEMMMS website, press release and social media upon scheme approval.	Ongoing and associated with scheme approval announcement	1				Upon scheme approval	Formal	- Woodford Aerodrome Development - Poynton Bypass	
JMcM	Organised Objectors: FoE, CPRE, PAULA, Greenpeace	<ul style="list-style-type: none"> Continued engagement to respond to concerns - with a view to removal of objection to CPO/ SRO The scheme complies with policy and has been developed in line with due process The scheme will bring benefits to the local area Negative impacts of the scheme will be mitigated as far as is practicable and proportionate Correction of any false assertions of the scheme No planned contact - they will work through their executive agencies. Only direct contact will be to check on foot and mouth sites etc. 	Members of objector groups Supporters of objector groups General public (material distributed by groups via their website and leaflets to members of the public)	3 - High Interest / Low Power	website letters press releases social media information leaflets exhibitions Local events and visits Meetings Telephone	GM	Update to be made via SEMMMS website, press release and social media upon scheme approval. Response to ad hoc enquiries as and when required Meetings with objection groups to CPO/ SRO in next 6-8 weeks	Upon scheme approval Ad hoc as and when required Meetings with objection groups to CPO/ SRO in next 6-8 weeks	1				Ad hoc in response to enquiries	Formal		
JB	DEFRA	<ul style="list-style-type: none"> No planned contact - they will work through their executive agencies. Only direct contact will be to check on foot and mouth sites etc. 	Farmers	3 - High Interest / Low Power	website letters press releases social media information leaflets exhibitions Local events and visits Meetings Telephone	JB	No planned communications at present	During the target cost phase	1				During target cost phase	Formal		
EH	Stockport Greenspace Forum	<ul style="list-style-type: none"> Information about the impact on Woodford Recreation ground and woodland off Old Mill Lane Replacement open space will be provided Management of closures to PRoW during construction 	Stockport Greenspace Forum Members General Public	3 - High Interest / Low Power	website letters press releases social media information leaflets exhibitions Local events and visits Meetings	EH	Update to be made via SEMMMS website, press release and social media upon scheme approval.	Update upon scheme approval	1				Upon scheme approval	Formal		
EH	National Trust (relating to Quarry Bank Mill)	<ul style="list-style-type: none"> Construction impacts will be managed to minimise the impact on GBM Collaboration in development of signage strategy Advanced notice of TM that may affect access to GBM 	GBM Representatives GBM visitors and employees	3 - High Interest / Low Power	Website Newsletter upon key project milestones Proactive and reactive written communications Press releases Exhibitions	EH	Update to be made via SEMMMS website, press release and social media upon scheme approval.	Upon scheme approval	1				Upon scheme approval	Formal		
EH	Woodland Trust	<ul style="list-style-type: none"> Overall programme with milestones and updates Information and updates about environmental impacts and proposed mitigation 	Woodland Trust Members Opposition groups (in particular PAULA)	3 - High Interest / Low Power	Newsletter Proactive and reactive written communication Website Social Media	EH	Update to be made via SEMMMS website, press release and social media upon scheme approval	As and when required	1				Ad hoc in response to enquiries	Formal		
EH	Sustrans	<ul style="list-style-type: none"> Continuation of our commitment to engaging with NMUs throughout Improvement that the scheme will bring to the NMU network Consultation on NMU audit 	Sustrans representatives Walking and cycling groups General public	3 - High Interest / Low Power	Vulnerable Road User Group Updates at key project milestones Newsletter Website Social Media	EH	VRUG meeting to be held to consult on NMU audit	9th April between 4pm and 7pm	1				Planned VRUG meeting	Formal		
MCBH	Vulnerable Road User Group	<ul style="list-style-type: none"> Continuation of our commitment to engaging with NMUs Consultation on NMU audit 	Ramblers, disabled groups, cyclists, equestrians.	3 - High Interest / Low Power	Specific Vulnerable Road User Group Meetings Email/letter	MCBH	VRUG meeting to be held to consult on NMU audit	9th April between 4pm and 7pm	1				Planned VRUG meeting	Formal		
MCBH	Cyclist (sub group of Vulnerable Road User Group)	<ul style="list-style-type: none"> Continued commitment to raising with cycle groups with specific reference to the outcome of the COPECAT audit undertaken in 2013 Improvement that the scheme will bring to the NMU network Consultation on NMU audit 	Cycle groups	3 - High Interest / Low Power	Specific Vulnerable Road User Group Meetings Email/letter	MCBH	VRUG meeting to be held to consult on NMU audit	9th April between 4pm and 7pm	1				Ongoing as and when required	Formal	Provision of cycle facilities of the PRR and how they can influence this.	
NR	Taxi Driver Associations	<ul style="list-style-type: none"> Overall programme with milestones and updates Updates regarding TM 	Taxi Drivers	3 - High Interest / Low Power	Updates at key project milestones Newsletter Website Exhibitions Social Media	EH	Ongoing updates and engagement regarding traffic management	Upon scheme approval	1				Upon scheme approval	Formal		
EH	Woodford Recreation Ground	<ul style="list-style-type: none"> Collaboration Minimising impact on pitches Information exchange Updates at key project milestones 	Woodford Recreation Ground representatives Woodford recreation ground users	3 - High Interest / Low Power	Meetings Proactive and reactive written communications Newsletters Exhibitions	EH	Ongoing engagement re land take from Woodford Recreation Ground	Ongoing	1				Ongoing	Formal		
JMcM	Stockport Economic Alliance	<ul style="list-style-type: none"> Overall programme with milestones and updates Economic benefits of the scheme Construction impacts and mitigation Details of Traffic Management measures that will be required Job creation and training during the construction phase 	Stockport business leaders Stockport businesses Employees General public	3 - High Interest / Low Power	Email newsletter Attendance at SEA meetings Local Business Forum Phone and email correspondence	GM?	Update to be made via SEMMMS website, press release and social media upon scheme approval	Upon scheme approval	1				Planned update upon scheme approval	Formal		
NR	Manchester Enterprise Zone Businesses	<ul style="list-style-type: none"> Overall programme with milestones and updates Economic benefits of the scheme Construction impacts and mitigation Details of Traffic Management measures that will be required Job creation and training during the construction phase 	Developers Prospective businesses	3 - High Interest / Low Power	Email newsletter Local Business Forum Public Exhibitions Reactive phone and email correspondence Social media	EH	Update to be made via SEMMMS website, press release and social media upon scheme approval	Upon scheme approval	1				Upon scheme approval	Formal		
NR	Business owners adjacent to scheme	<ul style="list-style-type: none"> Overall programme with milestones and updates Economic benefits of the scheme Construction impacts and mitigation Details of Traffic Management measures that will be required Job creation and training during the construction phase 	Businesses/ Employees	3 - High Interest / Low Power	Email newsletter Local Business Forum Public Exhibitions Reactive phone and email correspondence Social media	EH	Update to be made via SEMMMS website, press release and social media upon scheme approval	Upon scheme approval	1				Upon scheme approval	Formal		
NR	Large Businesses/ Employers - Snyal Wythenshawe: Manchester Business Park, BASF, Handforth Dean retail park, Chaele Royal, Stanley Green Office Park.	<ul style="list-style-type: none"> Overall programme with milestones and updates Economic benefits of the scheme Construction impacts and mitigation Details of Traffic Management measures that will be required Job creation and training during the construction phase 	Businesses/ Employees	3 - High Interest / Low Power	Email newsletter Local Business Forum Public Exhibitions Reactive phone and email correspondence Social media	EH	Update to be made via SEMMMS website, press release and social media upon scheme approval	Upon scheme approval	1				Planned update upon scheme approval	Formal		
NR	Large Businesses/ Employers - Handforth/ Chaele: Stanley Green Business Park, BASF, Handforth Dean retail park, Chaele Royal, Stanley Green Office Park.	<ul style="list-style-type: none"> Overall programme with milestones and updates Economic benefits of the scheme Construction impacts and mitigation Details of Traffic Management measures that will be required Job creation and training during the construction phase 	Businesses/ Employees	3 - High Interest / Low Power	Email newsletter Local Business Forum Public Exhibitions Reactive phone and email correspondence Social media	EH	Update to be made via SEMMMS website, press release and social media upon scheme approval	Upon scheme approval	1		1		Planned update upon scheme approval	Formal	Traffic impact of Handforth East development on A34	
JMcM	Marketing Manchester	<ul style="list-style-type: none"> Overall programme with milestones and updates Economic benefits of the scheme Construction impacts and mitigation Details of Traffic Management measures that will be required Job creation and training during the construction phase 	Existing and prospective businesses	4 - Low Power/ Low Interest	Email newsletter Local Business Forum Public Exhibitions Reactive phone and email correspondence Social media	EH	Update to be made via SEMMMS website, press release and social media upon scheme approval	Upon scheme approval	1				Planned update upon scheme approval	Formal		
JMcM	District Centre Partnerships/ Local Trader Organisations	<ul style="list-style-type: none"> Overall programme with milestones and updates Economic benefits of the scheme Construction impacts and mitigation Details of Traffic Management measures that will be required Job creation and training during the construction phase 	Local businesses Employees General public	4 - Low Power/ Low Interest	Email newsletter Local Business Forum Public Exhibitions Reactive phone and email correspondence Social media	EH	Update to be made via SEMMMS website, press release and social media upon scheme approval	Upon scheme approval	1				Planned update upon scheme approval	Formal		
EH	Historical and civic societies	<ul style="list-style-type: none"> Overall programme with milestones and updates Information and updates about environmental impacts and proposed mitigation 	Interest group members General public	4 - Low Power/ Low Interest	Exhibitions Newsletter Proactive and reactive written communication Website Social Media	EH	Update to be made via SEMMMS website, press release and social media upon scheme approval	Upon scheme approval	1				Planned update upon scheme approval	Formal		

NR	Schools within 1km of the scheme (not including Queensgate and St. James)	- Commitment to ongoing engagement regarding the scheme at key milestones - The scheme offers education opportunities for the school through site visits, presentations to pupils.	Teachers Governors Parents Pupils	4 - Low Power/ Low Interest	School visits Site visits Public exhibitions Website Social media	EH	Update to be made via SEMMMS website, press release and social media upon scheme approval.	Upon scheme approval	1						Planned update upon scheme approval	Formal	
EH	Other Environmental Forum Groups	- Overall programme with milestones and updates - Information and updates about environmental impacts and proposed mitigation	Interest group members General public	4 - Low Power/ Low Interest	Exhibitions Newsletter Proactive and reactive written communication Website Social Media	EH	Update to be made via SEMMMS website, press release and social media upon scheme approval	Upon scheme approval	1						Planned update upon scheme approval	Formal	
NR	Road Hauliers' Association	- Overall programme with milestones and updates - Updates regarding TM	RHA Representatives Road freight industry	4 - Low Power/ Low Interest	Updates at key project milestones Newsletter Website Social Media	NR	Update to be made via SEMMMS website, press release and social media upon scheme approval	Upon scheme approval	1						Planned update upon scheme approval	Formal	
EH	Drivers' Associations	- Overall programme with milestones and updates - Scheme benefits	Road users in the affected area	4 - Low Power/ Low Interest	Updates at key project milestones Newsletter Website Social Media	EH	Update to be made via SEMMMS website, press release and social media upon scheme approval	Upon scheme approval	1						Planned update upon scheme approval	Formal	
Media																	
LG	Local	Proactive coverage regarding key project milestones and updates Specific messages: - Approval status of the scheme - Benefits of the scheme - Construction impacts - Work being undertaken to mitigate impacts Publicity regarding community engagement activities. Reactive responses arising from unplanned press coverage.	General public Close engagement with MCC, CEC and CMS comms teams in undertaking all comms activities	2 - High Power/ Low Interest	Press Release Press Briefings Response to media enquiries Advertisements	LG	Programme of communications and press release schedule being developed as part of the overarching communications strategy	Upon scheme approval and at key project milestones Ad hoc as and when required	1						As and when required	Formal	
LG	Regional	- No planned coverage. - Reactive responses arising from unplanned press coverage.	General public Close engagement with MCC, CEC and CMS comms teams in undertaking all comms activities	4 - Low Power/ Low Interest	Response to media enquiries	LG	Response to enquiries as and when required	Ad hoc as and when required	1						As and when required	Formal	
LG	National	- No planned coverage. - Reactive responses arising from unplanned press coverage.	General public Close engagement with MCC, CEC and CMS comms teams in undertaking all comms activities	4 - Low Power/ Low Interest	Response to media enquiries	LG	Response to enquiries as and when required	Ad hoc as and when required	1						As and when required	Formal	

Key - JB - Joe Bloggs