



Community Relations

The Issue

Residents and local stakeholders are the ones closest to, and most affected by, the work on any site. It is therefore imperative to ensure the first thing any strategy examines is the impact plans might have on the local community and open the lines of communication with them as early as possible.

People's daily lives may be affected by the work and they will have concerns over the long-term future of the site, disruption to traffic, noise and odours and any perceived risk to health. Remediation activities near one's home or place of business have a very personal impact. Each person affected will have his or her own particular priorities, which need to be heard and taken into consideration.

The Objective

Work in harmony with the local community and environment and consider the unique character of each area before and during works.

Ensure all local residents are aware of any work planned on site and feel informed about the reasons why it is necessary and who they can go to if they have any questions or problems.

The EDSR Solution

Our main aim in any job is to be a good neighbour and represent our clients in the same manner they would represent themselves.

Early engagement

A perception audit is a useful starting point with any communications strategy. We recommend and carry out an initial audit of a site to establish what surrounds it, be it businesses, houses, schools, shops or transport facilities. We research to ensure we understand the residents; who are they? How many people live close by? Who will be most affected by the work? Which businesses are in the vicinity? Through the audit we can ask all parties their views about the site and the prospective project and feed the results back into our planning.



Developing relationships with community leaders

EDSR takes genuine consideration of community needs and concerns into account when developing any work plans. Establishing a strong relationship with local parish and ward councillors and other community groups is an important step to getting close to the community as a whole.



Constantly communicating

Continuous dialogue is key, both through one on one conversation, regular newsletters and correspondence, and more formal occasions such as public exhibitions. We hold public meetings in advance of any major planning application and at other key times in the development of a project. EDSR will host and prepare all presentational material for public events. We will also design and draft all supporting communication material and manage the marketing and logistics of public events.



Rapid response

Swift response to the community's questions and the flexibility within the programme of activity to change plans, timings and according to their needs is essential. This is why we assign a senior member of site staff to this role to act as a point of contact at all times.

For more information please contact:

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