

Appendix F

Proposed Demolition Engagement Plan

Introduction

The Demolition Engagement Plan sets out how the Council plans to engage with key stakeholders throughout the demolition and landscaping programme. Key stakeholders include residents that continue to live in RAAC affected homes, those who will continue to live in the retained low-rise stub blocks within the red-line boundary, the local community, service providers and Elected Members.

With consideration of the sensitivities around demolishing what used to be homes of residents, and the impact works can have on residents and the local community, the plan advocates for a person-centred communication approach that is:

- **Effective:** residents are able to understand the demolition and landscaping programme, the impact it may have on them and what support is available. Providing informative, clear and jargon free communication materials. Whilst providing opportunities for residents to meet with the professional management team in-person (Council/Appointed Principal Contractor) to discuss details of the programme and their concerns.
- **Reassuring:** residents are to be reassured on the process and that mitigations will be put in place, helping to reduce the local disruption caused by the demolition works (such as dust, noise, congestion and the like). Residents feedback, will be taken into account in the development of the 'Demolition and Landscaping' tender documentation, thereby improving programme delivery and work practices.
- **Inclusive:** residents are not to be at a disadvantage when engaging and providing feedback and/or using a complaints procedure. By ensuring the communication approach provides diverse ways of engaging with residents, including in-person, online, telephone, home-visits, if appropriate, for those that are vulnerable, and through use of written materials.
- **Empathetic:** provide a compassionate and person-centred approach, ensuring residents are supported throughout the process. This includes the provision of tailored mental health and wellbeing support services for residents impacted by the demolition programme.

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1. Objective of the Demolition Engagement Plan

- 1.1. The plan sets out how residents, the local community, service providers and Elected Members will be informed throughout the demolition and landscaping process. The programme includes planning, construction and phase end. Please note that the same engagement process will take place for each of the phases, therefore there will be opportunity for a lesson learnt piece at the end of each phase, supporting continuous improvement. The plan advocates for residents to provide feedback to inform the tender documents, helping to improve processes and delivery of works. Along with the provision of tailored mental health and wellbeing support made available to residents in Torry who are affected by the demolition and landscaping programme.
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2. Overview of the Development

- 2.1. **Project Summary:** Redevelopment of Balnagask red line boundary, involves the phased demolition of RAAC affected homes when vacant. There are currently four phases, of which prior notification is to be submitted for phase 1 out of 4. Phase one consists of 135 Council owned properties.
- 2.2. Once RAAC affected homes are demolished the area is to be landscaped to ensure for health and safety of residents and the local community. For more information on demolition and landscaping options and recommendations, refer to Appendix E.

3. Public Engagement Approach

- 3.1. This report sets out the grouping of key stakeholders who have been identified to be engaged with throughout the demolition and landscaping programme. Within each stakeholder group a standard engagement approach is detailed, alongside a tailored engagement approach for specific causes.

3.2. Group A - Directly Impacted Residents

Standard Engagement Approach: Residents will be engaged with throughout the programme.

During the tender preparation stage, all impacted residents will be invited to provide feedback on the proposed plans, which will help inform the tender documentation. To assist understanding, it is envisaged that local drop-in sessions will be arranged in March/early April 2025, where Council and Atkins Réalis Officers will be available to explain the proposals and answer questions.

These sessions will also be attended by mental health and wellbeing services to provide necessary support.

Tailored Engagement Approaches:

Residents that continue to live in RAAC affected homes out with Phase 1, will be supported directly by the Council to understand their rehoming status, and what further support is needed to help relocate residents.

Throughout the demolition and landscaping works it is envisaged that the appointed Principal Contractor will provide a liaison service with those affected to help mitigate any works impacts.

Residents living in the low-rise stub blocks that remain in situ, will be communicated with throughout the phased demolition programme, and where applicable referred to support

services. As above, these residents will also be invited to provide feedback on the proposed plans, which will help inform the tender documentation.

3.3. Group B – Local Community

Standard Engagement Approach: The local community will be engaged throughout the programme, depending on their residency, this will include statutory planning notifications, information packs, drop-in sessions and the invitation to access health and wellbeing support services.

Tailored Engagement Approaches:

Residents living 20m from the red line boundary: Once the prior notification has been submitted to demolish RAAC affected homes in Phase 1, the Council's Planning Team have a statutory obligation to notify residents living 20m from the red-line boundary.

Residents living within the red line boundary and 30m from the red line boundary: Residents will be engaged with throughout the programme.

Residents will be communicated with throughout the phased demolition programme, and where applicable referred to support services. As above, these residents will also be invited to provide feedback on the proposed plans, which will help inform the tender documentation.

RAAC Impacted Groups: The Council will continue to communicate information to RAAC Impacted Groups and support them in helping to inform, where applicable, the tender documentation. In addition, where possible, the Council will review the Engagement Plan and materials with residents.

Residents living in Torry: Residents impacted by the demolition programme will be able to refer themselves to mental health and wellbeing support services. In addition, residents will have access to information displayed on the Council's website regarding the demolition programme.

3.4. Group C – Local Businesses and Service Providers

Local Businesses and service providers within Torry will be contacted when the demolition programme may interfere with their activities, such as road works and impact to utility services. In addition to direct engagement, hoardings and road signs will be used to help inform local businesses and service providers of temporary works. The intention is to capture these requirements within the tender documentation.

Community Groups and Council identified groups will have the opportunity to provide feedback on the demolition and landscaping programme that, where applicable, will help inform the tender documentation, helping to improve processes and service delivery.

Local Partners and Providers the Council will work closely with the likes of Scottish Action for Mental Health (SAMH) to provide tailored referral pathways for residents within Torry that are impacted by the demolition programme. This includes residents whose family members and friends have had to move out of the area.

Service providers will be made aware of the key vulnerable groups highlighted by the Integrated Impact Assessment – those who are pregnant on maternity leave, those who are elderly and young children, along with those who have long term health conditions and/or disabilities.

3.5. Group D – Elected Members and Ward Councillors

Elected Members will be informed of progress, risks and mitigations, and resident involvement, through committee reports and service updates.

Ward Councillors will be invited to attend drop-in sessions and be encouraged to provide feedback to help inform the tender documentation.

3.6. Group E – Media

All media groups: Formal statements and responses will be provided; a designated Council spokesperson will be put forward to take responsibility for engagement.

4. Programme of Engagement

4.1. This section highlights the programme of engagement to take place throughout the stages of demolition in the case where approval for demolition and landscaping is granted. Stages of demolition and landscaping to include:

- Table A – Prior Notification submitted for demolition and landscaping proposal.
- Table B – Approval granted for demolition and landscaping
- Table C – During demolition and landscaping works
- Table D – Post-phased demolition and landscaping

Table A – Prior notification submitted for demolition and landscaping proposal.

Stakeholder Group	Communication material	Engagement approach	Proposed dates
Residents living 20m from the red line boundary only.	Statutory formal letter	Residents will receive a statutory letter from the Council Planning Team informing them of the works to be carried out, including links to a site plan, along with an indicative demolition method statement and a landscaping plan.	Spring 2025
A , B	Formal letter	Formal letters will be issued by the Council, at the same time prior notification is submitted, providing residents with an easy read summary of demolition methods, landscaping plan and providing the links to technical documents. The letters will also detail mental health and wellbeing support, along with opportunities to engage prior to the commencement of any works.	Spring 2025

Table B – Approval granted for demolition and landscaping

Stakeholder Group	Communication material/approach	Engagement approach	Proposed dates
A, B	Information Leaflet (collateral)	An information leaflet will be issued to residents, providing further details of the demolition programme including indicative timelines, approved complaints procedure, support made available and opportunities for residents to engage. Residents will be informed of mitigations in place to minimise impact such as but not limited to noise, air quality, and vibration.	Spring 2025
A, B, C	In person drop-in sessions	Residents will be invited to drop-in sessions where they will be presented with the proposed Phase 1 demolition plan, preliminary designs, and environmental and social considerations. Residents will have the opportunity to provide feedback back to inform, where applicable, tender documentation. Service providers are to attend in-person to advise residents of available support.	Spring 2025
A, B	Information Leaflet (collateral)	Information set out in the drop-in sessions will be made available in the form of a leaflet and where applicable, made available on the Council's website.	Late Spring 2025
D	Briefing paper	A briefing paper, setting out information provided in the information leaflet, along with resident feedback that helped inform the tender documentation will be shared with Elected Members via a Service Update.	Late Spring 2025
E	Statement (spokesperson)	A statement will be written to inform the media on how residents are being engaged with and supported.	Summer 2025

Table C – During demolition and landscaping works

Stakeholder Group	Communication material/approach	Engagement approach	Proposed dates
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A, B, C	Formal letters Temporary road signs Information displayed at appropriate locations such as, on hoardings, digital screens. Email address provided for residents to raise complaints/concerns.	Information on specific works (within a particular period) to take place and the potential impact works may have to surrounding infrastructure, access points. The appointed Principal Contractor will provide updates to Residents regarding works being undertaken and any major changes to timeline/programme. The Appointed Principal Contractor/Council will continue to gather feedback whilst helping to address complaints/concerns.	Phase 1 Demolition
A, B	Wellbeing drop-in sessions, information packs.	Residents will have pathways to support services and the ability to meet with service providers/wellbeing practitioners in-person, using local public spaces that have area for confidential conversations.	Phase 1 Demolition
D	Briefing paper	A briefing paper, on key risks, mitigations, complaints and responses.	Phase 1 Demolition
E	Statement (spokesperson)	A statement will be written, informing the media of ongoing works and how residents are engaged/supported.	

Table D – Post-phased demolition and landscaping

Stakeholder Group	Communication material/approach	Engagement approach	Proposed dates
A, B, C	Completion reports	Inform residents and local services of completion, consult with stakeholder groups to be involved in lessons learnt, highlight issues that may have arisen during demolition period to help improve following phases.	End Phase 1
D	Committee reports and service updates	Provide an end of phase report on engagement and impact – lessons learnt and renewed approaches.	End Phase 1

5. Notes

- 5.1.** A detailed roles and responsibilities table will be actioned by the Council before engagement takes place, this will include roles of the professional management team, internal teams, and service providers.
- 5.2.** The Council are also working with the Principal Contractor to include engagement provisions as part of the Employers Requirements in tender documentation for demolition and landscaping contracts. Ensuring contractors play a role in engaging with key stakeholders.