



Grangegorman
Development Agency
Gníomháireacht Forbartha
Ghráinseach Ghormáin

Communications with Local Residents for Construction Projects

Communications Strategy

- To get the correct message
- To the correct audience
- At the correct time



twitter

facebook



Communications Strategy



Grangegorman
Development Agency
Gníomhaireacht Forbartha
Ghráinseach Ghormáin

Using the appropriate Communication Tools

Two Way Communication

- Consultative Group
- Community Working Group
- Statutory displays
- Telephone calls
- Drop in
- Informal meetings
- Public Meeting
- Community Project involvement



One Way Communication

- Newsletter
- Press release (media)
- Website
- Social media
- Public Display



Communications Strategy



Grangegormán
Development Agency
Gníomháireacht Forbartha
Ghráinseach Ghormáin

...and to ensure we are listening to what others are saying....



Communications Strategy



..and to stop issues escalating out of control...

..by responding appropriately....

...to keep the project moving.

Communication and Consultation Process



2 Stages: Design and Construction

Design

- Project co-ordinator carries out Community Impact Assessment at Stage 1. Gives early identification of risks
- At stage 2 (design) Communications Officer is consulted on design progress.
- Any potential are discussed with residents. Comms facilitates project co-ordinator leads
- Mitigation or alternatives agreed on
- A pre-planning application information evening is held led by project co-ordinator and facilitated by Communications

Communication and Consultation Process



Construction

- At construction tender stage potential onsite issues are brought to the attention of Comms
- Meeting arranged with affected residents – facilitated by Comms Project co-ordinator leads
- Feedback given – Project co-ordinator provides
- Wider notification of project - Comms
- Information session with Contractor just before start onsite – facilitated by comms – led by project co-ordinator
- Ongoing communication on progress
- Early identification of unusual activity onsite



Good Communication



Grangegormán
Development Agency
Gníomhaireacht Forbartha
Ghráinseach Ghormáin