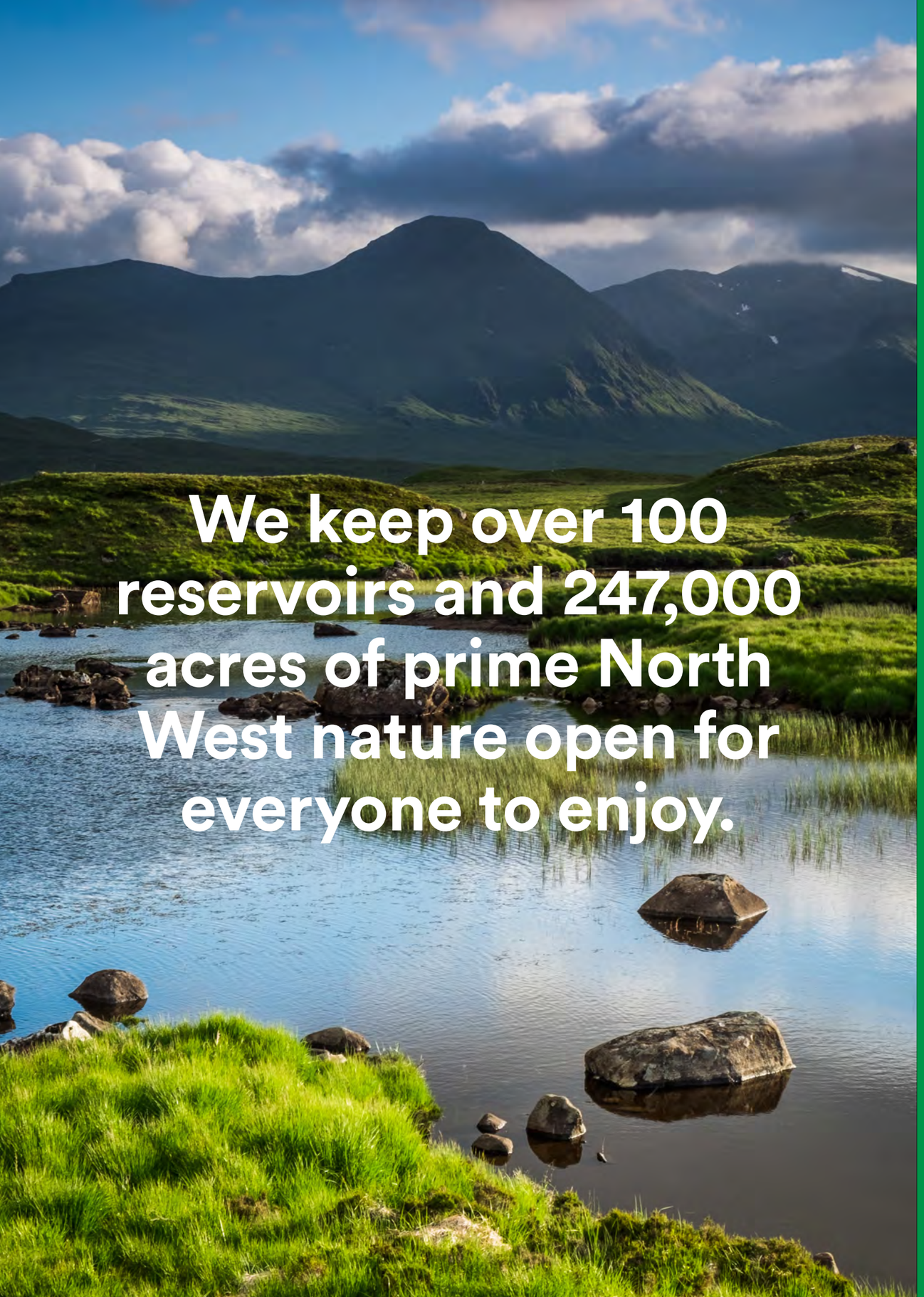
Statement of Community Involvement

HARP Consultation
Proposed Bowland Section

Ribble Valley Borough Council. Created for United Utilities



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United Utilities

Executive Summary

United Utilities' Haweswater Aqueduct Resilience Programme (HARP) involves the replacement of the six existing tunnel sections of the Haweswater Aqueduct with five new tunnel sections, totalling over 50km in length. The Haweswater Aqueduct runs from Cumbria to Greater Manchester, supplying treated drinking water across the North West.

The five new tunnel sections fall within seven local authority areas and nine separate planning applications are required to secure the necessary consent to deliver the programme of works. The local planning authorities that United Utilities requires planning permission from are: South Lakeland District Council, Yorkshire Dales National Park, Lancaster City Council, Ribble Valley Borough Council, Hyndburn Borough Council, Rossendale Borough Council and Bury Metropolitan Borough Council.

A Statement of Community Involvement (SCI) has been prepared in support of each of the nine planning applications. This SCI has been prepared in support of an application to Ribble Valley Borough Council for the proposed Bowland section.

The proposed Bowland section extends from a launch compound approximately 850m west of Newton-in-Bowland, Ribble Valley to a reception compound near Wray, Lancaster (referred to as the Lower Houses compound). This proposed Bowland section comprises a single tunnel, approximately 3.5m in internal diameter and with a total length of approximately 16 km. Connections between the multi-line sections of the existing aqueduct and the proposed replacement section of aqueduct would be made via short sections of open cut pipeline, local to the launch and reception sites.

Within Ribble Valley, the tunnel route would run northwards from Newton-in-Bowland, below the Bowland Fells and to the north of Croasdale Fell where is passes into the Lancaster City area – a length of approximately 9km. The proposed Newton-in-Bowland compound is located within a rural area, on agricultural land on either side of Newton Road to the west of Newton-in-Bowland. The compound area would be based around the proposed launch portal. The indicative layout of the proposed compound area during the construction phase of the tunnel is shown on the Planning Drawings: RVBC-BO-APP-004-05_01 and 02 and the indicative layout during the connection phase, to existing United Utilities infrastructure, is shown on Planning Drawings: RVBC-BO-APP-004-06_01 and 02. The proposed compound haul route would be from the south and accessed off Hallgate Hill (B6478). The haul route access would be approximately 1km long and cross over the River Hodder via a temporary bridge (named 'The Hodder Bridge'). The compound, including the haul route corridor, would be approximately 24 ha in area and is shown on Planning Drawing: RVBC-BO-APP-004-04_07.

In addition to the tunnel, permanent works are proposed the Newton-in-Bowland compound, including a new valve house building and fenced compound with tarmac hard standing, raised air valve chambers, permanent accesses to proposed UU infrastructure and local ground re-profiling in the vicinity of the valve house building.

There are also a number of significant temporary works proposed (in addition to the main construction compounds mentioned above):

- The proposed Ribble Crossing (between the settlements of Waddington and West Bradford) consisting of a temporary clear span bridge and associated haul routes. The Ribble Crossing is one of the construction traffic route options (Haulage Route Option 2) with use of the existing local highway network, including routes through Chatburn, Grindleton, West Bradford and Waddington forming the other option (Haulage Route Option 1). See Chapter 5 of the Planning, Design and Access Statement for further detail regarding the construction traffic route options
- The Clitheroe Park & Ride compound facility within an existing car park opposite the Ribblesdale cement works to the west of West Bradford Road
- The Clitheroe Heavy Goods Vehicle (HGV) holding facility, within the Ribblesdale cement works
- A series of highway modification works, comprising of passing places and road widening, on the local highway network to facilitate safe access to the compounds. The highway modifications in Chatburn, Grindleton and West Bradford would not be required in the event that Haulage Route Option 2 (the Proposed Ribble Crossing) is taken forward as part of any approved scheme.

In March 2020, United Utilities undertook a series of public exhibitions to showcase the proposed Programme of Works to the general public, including exhibitions at Newton-in-Bowland and Waddington. However, due to the COVID-19 pandemic, further public exhibitions were cancelled because of laws and guidance around social distancing. In order to comply with these new guidelines, United Utilities revised its consultation plans to deliver a digital-first programme instead, which continued to give as much information as possible to the public, offering opportunities for residents, stakeholders and property owners to submit feedback and, through online chat services, meet with the project team and ask questions.

As well as using this new online 'virtual exhibition' platform, a Freephone information line and dedicated project email address were made available throughout the course of the pre-application stage for interested parties to receive further information and provide their feedback to the project team.

United Utilities has hosted a page on its corporate website dedicated to HARP since December 2019. The bespoke virtual exhibition was set up via an external website on Friday 31 July 2020 to provide the local community with the opportunity to find out more about the proposals and to submit their feedback.

A feedback form was made available for visitors to complete online, so they could offer their opinions and views on the proposals. If requested, hard copies of the feedback form and exhibition information were sent to residents enclosed with a Freepost return envelope. The virtual exhibition will remain accessible and updated throughout the planning process.

Live chat sessions were held as part of the virtual exhibition that were dedicated to different HARP sections.

In addition to face to face and online exhibitions, United Utilities has engaged with community representatives, including parish councils, ward councillors and a number of statutory stakeholders such as local planning authorities, the Environment Agency, Natural England and Highways England.

Following the review of comments, United Utilities held an additional online exhibition to inform and display the updated and final planning application proposals. The virtual exhibition was split into each of the five tunnel sections: Docker, Swarther, Bowland, Marl Hill, and Haslingden & Walmersley.

The purpose of the additional online exhibition was to inform and display the final planning application proposals, updated as a result of the consultation and feedback received, ahead of planning application submission. The virtual exhibition displayed exhibition boards, an interactive map, a video as well as a Frequently Asked Questions document. Copies of both the exhibition boards and the FAQs were made available to view online, download and were posted to those that requested hard copies. A webinar was hosted on Thursday 3rd June where members of the HARP team presented and talked through the latest proposals for the proposed Bowland section and took questions from attendees.

This document outlines chronologically the consultation process United Utilities carried out regarding the HARP proposals, to carry out vital work to maintain the water supply across the North West. This document illustrates how United Utilities has clearly demonstrated their commitment to conduct an early and proactive programme of community engagement.

United Utilities will continue to engage with stakeholders and the public to inform them about the progress of the development and to seek further feedback from the community.

Our consultation in numbers

20,000 information newsletters delivered

Over 2,000 interviews

37 hours of focus groups

12,539 virtual exhibition visits

82,486 people reached on social media

Over 2,000 feedback responses

1. Introduction

1.1 The Haweswater Aqueduct Resilience Programme

1.1.1 United Utilities' Haweswater Aqueduct Resilience Programme (HARP) involves the replacement of the six existing tunnel sections of the Haweswater Aqueduct with five new tunnel sections, totalling over 50km in length. The Haweswater Aqueduct runs from Cumbria to Greater Manchester, supplying treated drinking water to Cumbria, Lancashire and Greater Manchester.

1.1.2 In 2013 and 2016, investigations commissioned by United Utilities uncovered areas of concern within the existing Haweswater aqueduct that could, if not addressed, result in future disruptions of supply or detrimental impacts on drinking water quality.

1.1.3 As a result, United Utilities is bringing forward these works to rectify the issue and safeguard the region's water supply for generations to come.

1.1.4 From 2017 through to 2021, United Utilities has undertaken the largest consultation in its history, engaging with customers and stakeholders across the North West.

1.1.5 In 2017, United Utilities undertook an extensive consultation exercise, involving 2,500 customers and stakeholders across the North West of England. During the consultation, five potential options to address water quality and supply risks affecting the Haweswater Aqueduct were presented and feedback on the option representing the optimum balance of factors such as cost, risk reduction and environmental impact was sought. The results of the consultation showed the majority of consultees responded in favour of replacing the existing tunnel sections of the Haweswater Aqueduct. This option was taken forward as preferred and was included in United Utilities Water Resources Management Plan approved by the Secretary of State and Ofwat.

1.1.6 Therefore, United Utilities is developing plans for HARP; a proposal to develop new tunnel sections to replace deteriorating parts of the Haweswater Aqueduct between Cumbria and Greater Manchester.

1.2 The Proposed Bowland Section

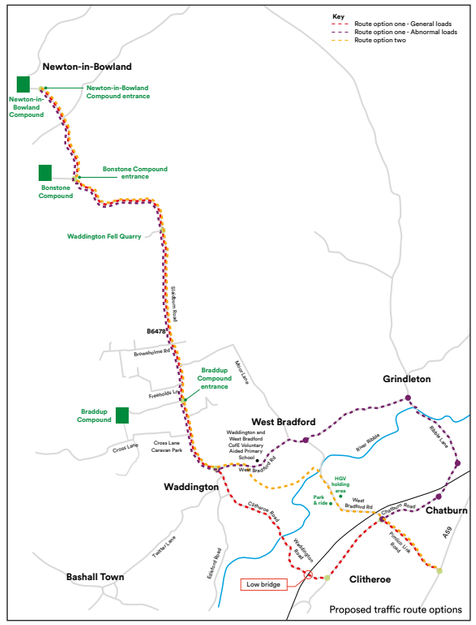
1.2.1 One of the five replacement tunnel sections is the proposed Bowland section which extends into the local authority areas of Ribble Valley Borough Council and Lancaster City Council.

1.2.2 The proposed Bowland section extends from a launch compound approximately 850m west of Newton-in-Bowland, Ribble Valley to a reception compound near Wray, Lancaster (referred to as the Lower Houses compound). This proposed Bowland section comprises a single tunnel, approximately 3.5m in internal diameter and with a total length of approximately 16 km. Connections between the multi-line sections of the existing aqueduct and the proposed replacement section of aqueduct would be made via multi-line pipe connections, local to the launch and reception sites. The tunnel would be constructed by a tunnel boring machine (TBM) below ground level and the multi-line pipe connections would be constructed by short open-cut surface trenching sections at each end of the tunnel.

1.2.3 Once the new section of aqueduct has been constructed, tested and commissioned, the replaced section of the old aqueduct would be decommissioned.

1.2.4 Whilst referencing consultation undertaken in relation to the proposed Bowland section as a whole, this statement focuses predominantly on the proposals subject of a planning application to Ribble Valley Borough Council.

1.3 The Proposed Bowland Section | Planning Application to Ribble Valley Borough Council



1.3.1 The planning application for works proposed in Ribble Valley Borough Council area to construct the proposed Bowland section includes for:

'Proposed works for and use of replacement section of aqueduct, including earthworks and ancillary infrastructure including: a new valve house building within fenced compound with permanent vehicular access provision. With the installation of a tunnel portal and an open cut connection area within a temporary construction compound, to include site accesses, storage areas, plant and machinery, and drainage infrastructure and a temporary haul route with bridge over the River Hodder. In addition, a temporary haul route with bridge over the River Ribble (as one of two options for vehicular access to the temporary construction compound); a series of local highway works together with a temporary satellite park and ride facility and a vehicle marshalling area.'

1.3.2 Within Ribble Valley, the tunnel route would run northwards from the Newton-in-Bowland, below the Bowland Fells and to the north of Croasdale Fell where is passes into the Lancaster City area– a length of approximately 9km. The proposed Newton-in-Bowland compound is located within a rural area, located on agricultural land on either side of Newton Road to the west of Newton-in-Bowland. The compound area would be based around the proposed launch portal. The indicative layout of the proposed compound area during the construction phase of the tunnel is shown on the Planning Drawings: RVBC-BO-APP-004-05_01 and 02 and the indicative layout during the connection phase, to existing United Utilities infrastructure, is shown on Planning Drawings: RVBC-BO-APP-004-06_01 and 02. The proposed compound haul route would be from the south and accessed off Hallgate Hill (B6478). The haul route access would be approximately 1km long and cross over the River Hodder via a temporary bridge (named 'The Hodder Bridge'). The compound, including the haul route corridor, would be approximately 24 ha in area and is shown on Planning Drawing: RVBC-BO-APP-004-04_07.

1.3.3 In addition to the tunnel, permanent works are proposed at Newton-in-Bowland compound, including a new valve house building and fenced compound with tarmac hard standing, raised air valve chambers, permanent accesses to proposed UU infrastructure and local ground re-profiling in the vicinity of the valve house building.

1.3.4 There are also a number of temporary works proposed (in addition to the main construction compounds mentioned above):

- The proposed Ribble Crossing (between the settlements of Waddington and West Bradford) consisting of a temporary clear span bridge and associated haul routes. The Ribble Crossing is one of the construction traffic route options (Haulage Route Option 2) with use of the existing local highway network, including routes through Chatburn, Grindleton, West Bradford and Waddington forming the other option (Haulage Route Option 1). See Chapter 5 of the Planning, Design and Access Statement for further detail regarding the construction traffic route options
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1.3.5 Subject to the grant of planning permission, construction works for the proposed Bowland section as a whole would commence in 2023 with the construction of the tunnel expected to take 7 years.

1.4 Purpose of the Document

1.4.1 This document has been produced with the aim of clearly and concisely highlighting the community consultation undertaken by United Utilities in respect of works proposed relevant to Ribble Valley Borough Council to construct the proposed Bowland section.

1.4.2 This document provides a chronological account of the consultation activity that has been undertaken during the pre-application stages of the planning application and the activity that United Utilities proposes to undertake post-submission.

1.4.3 In order to assist with the community consultation and communication, United Utilities appointed Built Environment Communications Group (BECG), a specialist communications consultancy.

2. Pre-application Consultation

2.1 Statement of Community Involvement

2.1.1 United Utilities has sought to comply with the Government's National Planning Policy Framework (NPPF) which states that "early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties."

2.1.2 The NPPF also highlights that "good quality pre-application discussion enables better coordination between public and private resources and improved outcomes for the community."

2.1.3 Following Government social distancing restrictions being put in place due to COVID-19, MHCLG published new guidelines in May 2020 to ensure applicants continued to consult prior to submitting planning applications.

2.1.4 The guidelines advised publicising information regarding planning applications through "the use of social media and other electronic communications and must be proportionate to the scale and nature of the proposed development."

2.1.5 The consultation section in the Town & Country Planning Order 2015 that was amended in May 2020 is detailed below:

"...because it is not reasonably practicable to do so for reasons connected to the effects of coronavirus, including restrictions on movement...

(15) In paragraph (13) -

(a) the persons who are likely to have an interest in a planning application must include the persons who live or work in, or otherwise have a direct connection with, the area in which the proposed development is located; and

(b) the reasonable steps that are taken by the applicant -

(i) may include use of social media and communication by electronic means;

(ii) must include posting on the site a notice containing the information set out in paragraph (13), or publishing in a local newspaper circulating in the locality in which the land is situated a notice containing the information set out in that paragraph, to the extent that it is reasonably practicable to so; and

(iii)must be proportionate to the scale and impact of the development."

2.1.6 Ribble Valley Borough Council adopted its SCI in October 2013. The pertinent section of the SCI regarding pre-application consultation is highlighted below:

4.1 Pre-Application Process

The Council believes that it is better for developers to talk to those who may be affected and refine their proposals while they are at a formative stage. The benefits of early community involvement include:

- *addressing problems before the planning application is submitted may reduce the chance of a refusal of permission;*
- *refinements to the proposals are made at an early stage, preventing abortive work;*
- *in the long run, reducing the time to reach a successful outcome.*

4.2 How Should Those Considering Development Consult?

There are a number of easy techniques that even small and householder developments should employ:

- *Provide their neighbours with draft plans and invite comments.*
- *Request feedback within a specified timescale (e.g. 1-2 weeks), making it clear that this is the best time to take their comments on board, before the plans are finalised.*
- *Have pre-application discussions with development control officers using the designated forms and paying the requisite fee. For more detail please visit www.ribblevalley.gov.uk/planning and search under "Downloadable Forms". Developers of major schemes are encouraged to do some or all of the following depending on the nature and scale of the proposed development: • Make their detailed proposals available for public view at the site (e.g. drawings, photo montages and sketches mounted on the site boundary). 3-D representations should be included where possible.*
- *Circulate a leaflet outlining their proposals to local residents.*
- *Arrange a meeting with groups in the community (e.g. Parish council, residents associations, interested parties, neighbours), giving sufficient advance notice.*
- *Keep a record of all consultation carried out, including correspondence, public notices, a record of persons attending exhibitions and meetings, etc.*

Developers are encouraged to submit a consultation statement with their planning application. This should include:

- *techniques employed to gain stakeholder comments*
- *summary of responses received*
- *main points of objection*
- *other matters raised*
- *developer comments on the responses*
- *amendments made to the proposals as a result"*

Further advice is provided in Appendix 3 of the SCI. Encouraged activity for major applications includes:

- *"Provide neighbours with draft plans and invite comments*
- *Request feedback within a specified timescale (e.g. 1-2 weeks), making it clear that this is the best time to take their comments on board, before the plans are finalised*
- *Have pre-application discussions with development control officers.*
- *Make their detailed proposals available for public view at the site (e.g. drawings, photo montages & sketches mounted on the site boundary). 3-D representations should be included where possible*
- *Advisable to discuss consultation with Council Officers*
- *Circulate a leaflet outlining their proposals to local residents*
- *Arrange a meeting with groups in the community (e.g. Parish council, residents associations, interested parties, neighbours), giving sufficient advance notice.*

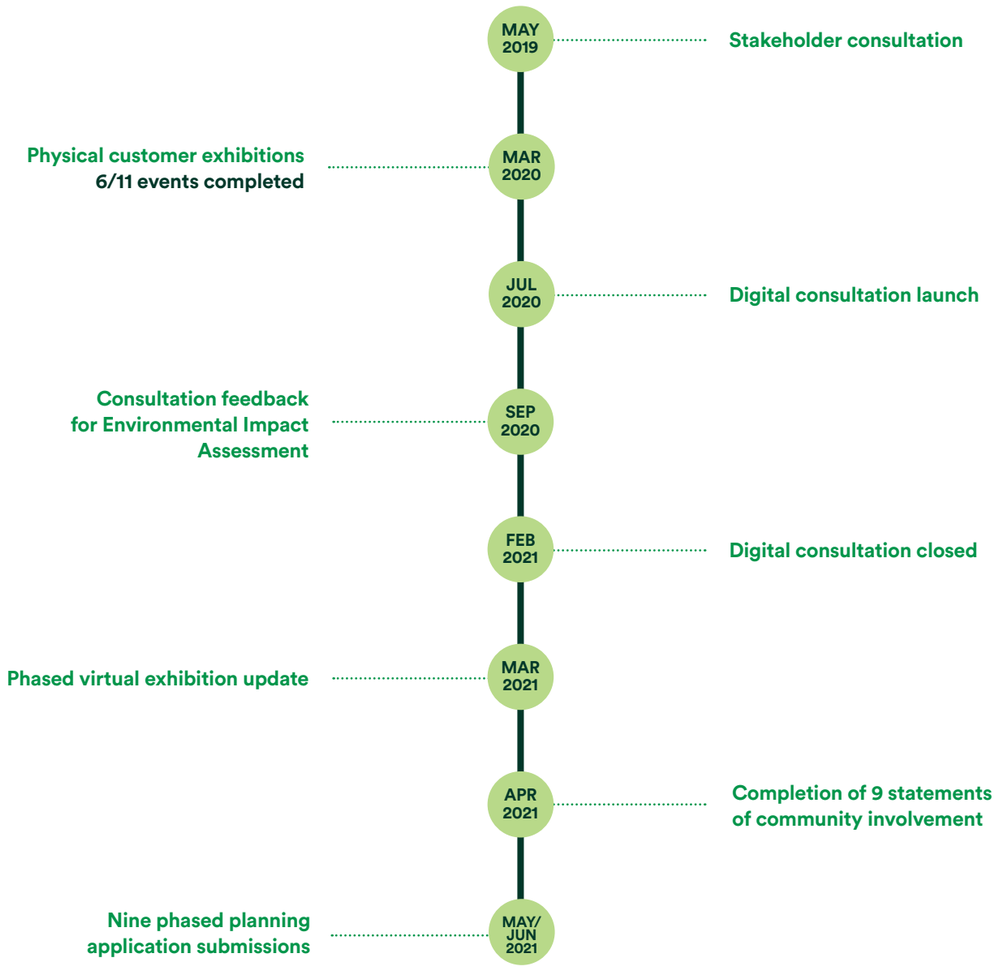
Keep a record of all consultation carried out, including correspondence, public notices, a record of persons attending exhibitions & meetings, etc.

2.1.7 Government guidance and Ribble Valley Borough Council's SCI encourage pre-application discussions and community involvement. As a result, the public consultation programme had a number of key objectives, including:

- To encourage as much input as possible from the local community, including residents, interest groups, councillors and businesses
- To provide the community with a genuine opportunity to provide feedback on the plans
- To allow people to become actively involved in the process
- To identify and address any issues raised by the local community and stakeholders.

2.1.8 Therefore, prior to submitting the planning applications for the proposed Bowland section, United Utilities undertook a detailed programme of community consultation.

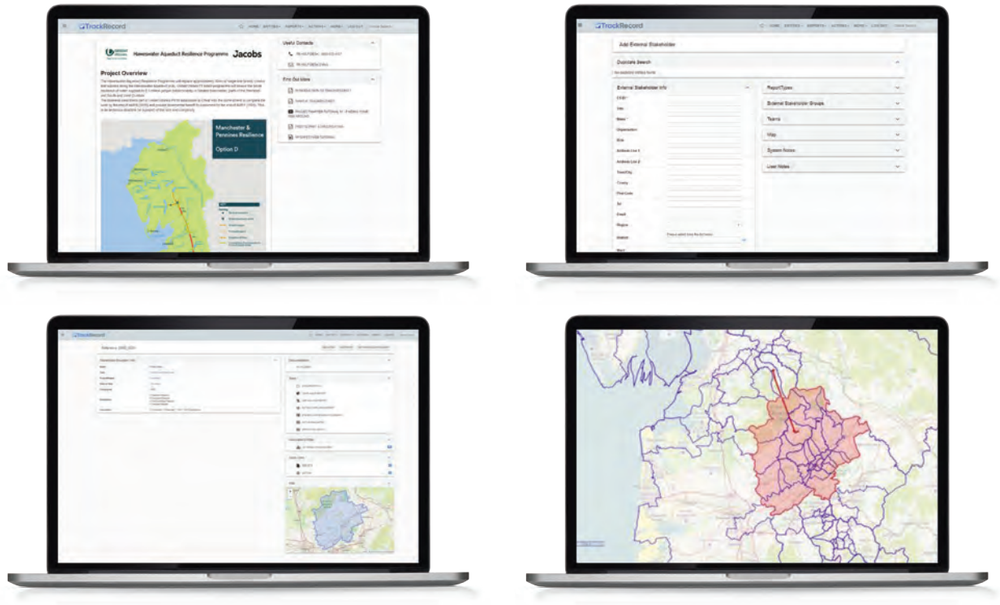
2.2. Approach to consultation



2.2.1 The consultation process for the proposed baseline solution to replace six of the tunnel sections of the Haweswater Aqueduct began in 2019. To help facilitate and manage the consultation, United Utilities put in place a number of management tools including:

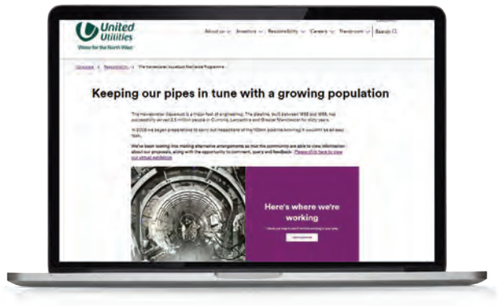
2.2.2 **Track Record and Project Mapper.** A stakeholder management digital solution for managing, recording and reporting on interactions with people and organisations impacted by HARP. Track Record contains information of external programme stakeholders and links to an interactive mapping tool Project Mapper to allow design developments to be visible and overlaid with areas of interest for stakeholders.

2.2.3 Screenshots from Track Record related to the HARP project are shown below:



2.2.4 A dedicated project webpage was created on United Utilities' company website with information available to view by the public from December 2019. The webpage is hosted at **https://www.unitedutilities.com/harp** and a screenshot from the website can be found in the image to the right:

2.2.5 **A dedicated mailbox** was created that facilitated direct contact from stakeholders through to the HARP project team **HARPStakeholderRelations@uuplc.co.uk**



2.3 Consultation with Statutory Bodies

2.3.1 During the pre-application stage, United Utilities sought to engage with all relevant statutory bodies.

2.3.2 Initial meetings were held with Heads of Planning from 2018 once the need for the programme of works was confirmed to introduce them to the scheme and discuss the approach to planning and Environmental Impact Assessment.(EIA).

2.3.3 United Utilities formed a working group with representatives from Ribble Valley Borough Council, Lancaster City Council, Lancashire County Council (Highways, Lead Local Flood Authority, Public Rights of Way, Landscape, Ecology and other officers as required), Environment Agency and Natural England. These working groups met at key points to discuss the plans, identify issues and establish mitigation measures.

2.3.4 Physical meetings of this working group took place in November 2019, and February 2020, which respectively were to introduce the scheme prior to EIA scoping submissions and to allow an update to be provided on the interim design freeze.

2.3.5 In Spring/Summer 2020, COVID restrictions meant that face to face working group meetings were not possible, so smaller targeted meetings were undertaken online to inform on progress and obtain agreement on e.g. LPA's planning submission requirements.

2.3.6 Online (MS Teams) working group meetings took place in November 2020 which provided details on public consultation feedback, set out how United Utilities intended to address that feedback and gather the views of the working group.

2.3.7 Additionally to the working groups, a number of technical groups have been established between United Utilities EIA specialists, and their counterparts in the Local Planning Authorities, Environment Agency, Natural England, along with other statutory consultees; Highways England, Health and Safety Executive, and Historic England.

2.3.8 This engagement has been ongoing at key points in the EIA programme dependant on discipline to ensure officers are fully engaged and to seek agreement to proposals. Technical groups include Planning and development, Highways and Streetworks, Ecology, Landscape, Arboriculture, Water Environment including Environment Agency and Lead Local Flood Authority, Public Rights of Way, Heritage and Archaeology, Air quality, Noise and Vibration, Land quality and Materials and Waste.

2.3.9 Engagement with relevant officers has continued (via telephone , email, online meetings and occasional site visits (COVID restrictions applied)) to help develop the scheme through to planning submission stage.

2.3.10 Engagement with statutory bodies has been undertaken in parallel with the community engagement programme, allowing for feedback from all statutory and non-statutory stakeholders to be considered and used to guide the design process as part of the planning application.

2.4 Consultation with Political Stakeholders

2.4.1 United Utilities has a track record of proactively engaging with stakeholders across the North West region. As such, United Utilities wanted to discuss the early proposals with local stakeholders in advance of the wider community consultation.

2.4.2 A meeting was held with Lancashire County Council Director of Growth Environment and Planning, Director of Highways and Transport, and Highways Development Control Manager in November 2020. A further virtual presentation was held with the wider elected members of Lancashire County Council in November 2020 which was chaired by the Deputy Leader of the Council & Cabinet Member for Highways & Transport.

2.4.3 A virtual meeting was also held with Ribble Valley Borough Council Chief Executive, Director of Community Services, Director of Economic Development and Planning, Deputy Leader and Planning Lead in November 2020.

2.4.4 United Utilities met Ribble Valley Borough Council Elected Members of affected wards in June 2019 and February 2020, facilitated by the Head of Planning. In November 2020 a presentation and update was delivered to all Ribble Valley Elected Members by Zoom. Ribble Valley Borough Council Members have also been present at a number of the Parish Council meetings within their respective wards, which are detailed below.

2.4.5 Parish council representatives in the area local to the proposed Bowland section have been engaged with throughout the pre-application period. Through these discussions, United Utilities has sought to keep local communities up to date on design progress and to seek valuable feedback, which has been taken on board in shaping the proposals..

2.4.6 The proposed Newton-in-Bowland compound (including construction access) and a section of the tunnel itself are within the parish of Newton-in-Bowland. In May 2019 United Utilities shared the proposals with Newton-in-Bowland Parish Council and subsequently attended a meeting with members of the council in July 2019. In October 2019 and February 2020 presentations were given to meetings of the Hodder Valley Parishes which are arranged and attended by a number of parish councils, including Newton-in-Bowland, Slaidburn and Easington, Bowland Forest High, and Bowland Forest Lower. A Virtual Meeting was held in November 2020 following the consultation through the Virtual Exhibition.

2.4.7 Sections of both of the Haulage Route Options fall within the parish of Waddington. United Utilities contacted Waddington Parish Council by email in May 2019 and met members at a public exhibition at Waddington Village Club in March 2020. A socially distanced meeting was held at St Helens Church in May 2020 followed by subsequent virtual meetings in October, November and December 2020 regarding feedback received from the virtual exhibition and the subsequent development of traffic management proposals that would have implications for the parish. Two public presentations were arranged through Waddington Parish Council held in January 2021 and March 2021, with 115 and 25 attendees respectively. A questions and answers document was produced following the January meeting to answer questions that were submitted and unanswered during the presentation. Waddington Parish Council elected to have a member assigned to keeping in touch with the HARP team and to provide updates through the Parish Council Meetings. An area of Waddington Parish Council website has been dedicated to HARP **(https://waddington.website/harp/)** and provides pertinent updates to residents of the parish, directing parishioners to resources such as the virtual exhibition website and the Ribble Valley Borough Council Planning HARP site **(https://ribblevalley.gov.uk/harp)**. With the use of the website, meetings, an email list and postal communications, Waddington Parish Council have cascaded information in support of United Utilities' own communications.

2.4.8 Sections of both of the Haulage Route Options fall within the parish of West Bradford. In June 2020 United Utilities held a socially distanced meeting with West Bradford Parish Council at West Bradford Village Hall, followed by a Virtual Meeting in January 2021. Between those meetings updates were regularly provided by email and phone regarding feedback received from the virtual exhibition and the subsequent development of traffic management proposals that would have implications for West Bradford parish.

2.4.9 A section of Route 2, which forms part of Haulage Route Option 1, is within the parish of Grindleton. Members of Grindleton Parish Council attended Virtual Meetings with United Utilities in September 2020 and March 2021 to discuss the proposals with specific discussions regarding the proposed management of construction vehicle movements through and local to Grindleton.

2.4.10 A section of Route 2, which forms part of Haulage Route Option 1, is within the parish of Chatburn. Members of Chatburn Parish Council attended Virtual Meetings with United Utilities in October 2020, January 2021 and March 2021 to discuss the proposals with specific discussions regarding the proposed management of construction vehicle movements through and local to Chatburn.

2.4.11 Sections of both of the Haulage Route Options fall within Clitheroe. Information has been shared with Clitheroe Town Council by email and a virtual meeting was held in March 2021 to share detail of the proposed construction traffic management and vehicle numbers that would travel on roads within the Town.

2.4.12 In January 2021, United Utilities attended and presented at the Ribble Valley Parish Liaison meeting and subsequently produced a questions and answers document following the meeting to answer questions that were submitted and unanswered during the presentation. This document was cascaded to the attendees by Ribble Valley Borough Council.

2.4.13 Targeted communications have been delivered with the Member of Parliament for Ribble Valley to keep them updated.

2.4.14 In summary, United Utilities has kept members representing communities in the area local to the proposed Bowland Section informed on progress and matters relevant to their respective areas as appropriate by email, phone and through predominantly virtual meetings.

2.5 Consultation with non-statutory stakeholders

2.5.1 United Utilities has engaged with 70 organisations and groups who have specific or localised interests in relation to the Proposed Bowland section, 61 of those with an interest in works within the Ribble Valley area. These non-statutory stakeholders have been engaged through targeted communications. All identified stakeholders including third party groups, received a direct email from United Utilities dedicated HARP stakeholder relations mailbox to advertise the virtual exhibition and the opportunity to provide their feedback via this platform.

2.5.2 A copy of the full list of stakeholders contacted and engaged with relevant to the proposed Bowland section as a whole can be found in Appendix 1.

2.5.3 Following on from feedback, United Utilities arranged a mixture of 1-1 MS Team meetings with individual representatives and internal subject matter experts. United Utilities has also arranged interactive briefings on certain topics such as 'ecology' or 'non-motorised users' providing the opportunity for multiple interested representatives to attend.

2.5.4 Clitheroe Ramblers attended an interactive presentation for non-motorised user group representatives in August 2020 and February 2021. A joint project overview meeting/presentation and site visit was hosted with Natural England, RSPB and Forest of Bowland AONB in March 2019. Further meetings have been held with the RSPB in 2020 and 2021. United Utilities also contacted Lancashire Wildlife Trust in 2019 to introduce the scheme and seek comment on proposed ground investigation works within local wildlife designations and further specific discussions have taken place in relation to Gamble Hole Farm Pasture BHS through 2021.

2.5.5 United Utilities met with the Ribble Rivers Trust in December 2020 and subsequently set up and held meetings with the Ribble Fisheries Consultative Association and Hodder Consultative representatives in January, February, April and May 2021 regarding proposals in relation to the River Ribble, River Hodder and their tributaries. Ongoing dialogue with these parties is planned to ensure appropriate accommodation and mitigation measures are adopted and implemented effectively during construction.

2.5.6 The targeted communications detailed above ensured that a broad range of stakeholder groups representing interests across Ribble Valley were informed and engaged with, providing them with the opportunity to discuss the proposals with members of the project team and ask any questions they had with regards to the project.

2.6 Consultation with Landowners

2.6.1 United Utilities has been working with landowners and occupiers since 2019 throughout the development of the scheme proposals with many approached for access to carry out surveys to inform the design and Environmental Impact Assessment. United Utilities produced literature for landowners in 2019 to introduce the scheme and explain the surveys.

2.6.2 **A copy of the landowners' brochure can be found in Appendix 2.**

2.6.3 The information for dealings with all landowners, occupiers and representatives who have been dealt with in relation to this scheme are managed through a common system across the programme of work, Track record and Project Mapper, as with other stakeholders.

2.6.4 United Utilities has undertaken targeted communications with 69 landowners and occupiers who would be affected by the Proposed Bowland Section, either by above ground works such as the compound working areas and the road alterations, or by the below ground tunnel construction. 40 of these landowners and occupiers are within the Ribble Valley area.

2.6.5 United Utilities land agents have been working with landowners within the above ground working areas to form agreements as to how the work will be carried out during construction.

2.6.6 In December 2020 letters were sent to landowners and occupiers within the refined tunnel corridor included in the February 2021 scoping addendum.

2.6.7 **A copy of the letter sent to landowners and occupiers within the refined tunnel corridor can be found in Appendix 3.**

2.6.8 All landowners and occupiers have been included in the public consultation communication which provides the facility to provide consultation feedback. Where feedback has been received through other means such as in meetings with the team and via United Utilities land agents this has been provided directly to the designers for consideration in development of the planning application proposals.

2.7 Public Exhibitions

2.7.1 Following initial conversations with stakeholders, United Utilities then began preparing for engagement with the wider local communities that could be impacted by the proposals.

2.7.2 This began in March 2020, with 11 physical public exhibitions planned across the pipeline route.

2.7.3 United Utilities held six of the planned physical exhibitions with 267 people attending across the following venues:

- Greyrigg, near Kendal
- New Hutton, near Kendal
- Mansergh, near Kirkby Lonsdale
- Wray, Lancaster
- Newton-in-Bowland, Ribble Valley
- Waddington, Ribble Valley.

2.7.4 In total 158 people visited the three physical public exhibitions in Lancaster and the Ribble Valley, where information was on display for the proposed Bowland and Marl Hill sections. A total of 30 feedback forms were completed, including 9 from the exhibition held in Newton-in-Bowland and 13 from the exhibition held in Waddington.

2.7.5 The feedback received during these public exhibitions informed United Utilities of key local concerns, including the proposed construction traffic routes, control of traffic taking into consideration the local schools and protection of structures such as bridges, in particular the West Bradford Bridge.
The exhibitions also connected United Utilities with more of the key local stakeholders. This all helped to further develop the design proposals and also to shape the content and approach for the digital-first programme of ongoing consultation.

2.8 Virtual Exhibition

2.8.1 As a result of the COVID-19 pandemic and the cancellation of five physical exhibitions, United Utilities adapted their consultation process to a digital-first programme.

2.8.2 This enabled the consultation on the HARP proposals to continue and ensured that local communities and stakeholders could continue to be informed and engaged with, that questions could still be asked, and feedback could still be submitted and received.

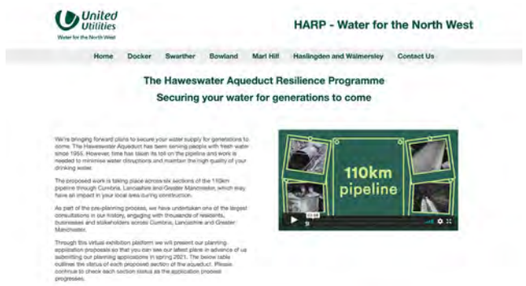
2.8.3 As part of United Utilities' online consultation, and to abide by social distancing guidelines, United Utilities held a virtual public exhibition to display its proposals to develop the proposed Bowland section.

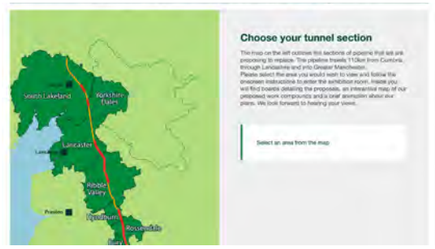
2.8.4 The exhibition was open to the public to view and provide their feedback from July 2020. An interim review of the feedback was taken in September 2020 to inform the design and EIA and then the feedback function was finally removed in February 2021.

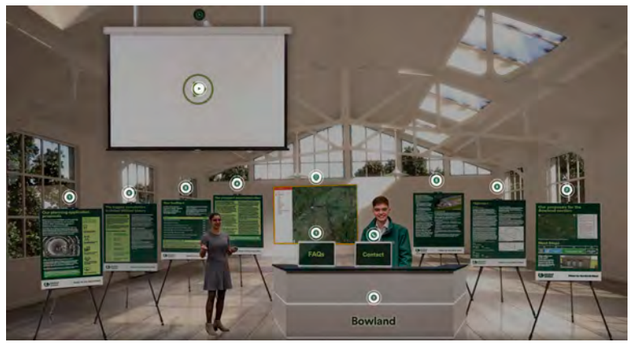
2.8.5 The exhibition displayed details about the wider HARP scheme via its homepage which could be accessed at – **harpconsultation.co.uk**. The homepage displayed the following information:

- An overview of HARP
- A video showcasing the proposals
- Details and the timeline of the consultation
- An interactive map presenting the programme of works across the entire pipeline.

2.8.6 The proposed Bowland section had a dedicated area within the virtual exhibition, which could be accessed via the homepage and through this link - **https://harpconsultation.co.uk/bowland.**
A screenshot of the virtual exhibition homepage can be found below:







2.8.7 Information on the proposed Bowland section was presented on a series of boards, via an interactive map, animated video, including downloadable information and an online feedback form. Contact details were made available and requests for offline copies of the information were responded to, with information posted to those that required it promptly.

2.8.8 Details displayed in the virtual exhibition included:

- United Utilities' proposal for the section, aerial images, site plans and technical charts
- An overview of preparation surveys and investigations
- Benefits of the proposed development
- The need for HARP
- An overview of the compounds and their potential impacts
- The proposed construction working hours
- Highway effects, access points and expected construction vehicle movements
- Construction plans
- An interactive map displaying the proposed locations of United Utilities' compounds
- The proposed timeline and next steps for the planning application
- Further public consultation options including the live chat sessions
- A feedback form for members of the public to provide their views
- Contact details.

2.8.9 From Monday 3 August 2020 to Wednesday 10 March 2021, the number of unique visitors to the virtual exhibition during this time was 12,539. The area of the virtual exhibition focusing on the proposed Bowland section was viewed by 3,639 users overall. Visitors were able to view all the material available on the virtual exhibition at any time.

2.8.10 A screenshot of the proposed Bowland section virtual exhibition homepage can be found at Appendix 4.

2.8.11 Screenshots of the proposed Bowland section virtual exhibition boards can be found at Appendix 5.

2.8.12 Residents were able to provide feedback from Friday 31 July 2020 to Thursday 11 February 2021 via on online feedback form in the virtual exhibition. The virtual exhibition has been maintained throughout the consultation period and will remain available throughout the planning process.

2.8.13 Residents could also request a hard copy of the plans, a feedback form and Freepost return envelope to be sent to them.

2.8.14 The feedback form enabled residents to indicate whether they were/were not supportive of United Utilities' proposals and provide feedback on the scheme.

2.8.15 Screenshots of the proposed Bowland section virtual exhibition feedback form can be found at Appendix 6.

2.8.16 A copy of the proposed Bowland section hard-copy feedback form can be found at Appendix 7.

2.8.17 A copy of the hard copy feedback form covering letter can be found at Appendix 8.

2.8.18 United Utilities provided an online chat function which was active on Friday 28th August, from 10am - 12pm. This allowed members of the public to talk to the project team, ask any questions and provide any feedback they had regarding the proposals.

2.9 Project Newsletter

2.9.1 A project newsletter was produced to provide a summary of the proposed Bowland section, along with the other proposed HARP sections.

2.9.2 The project newsletter contained the following information:

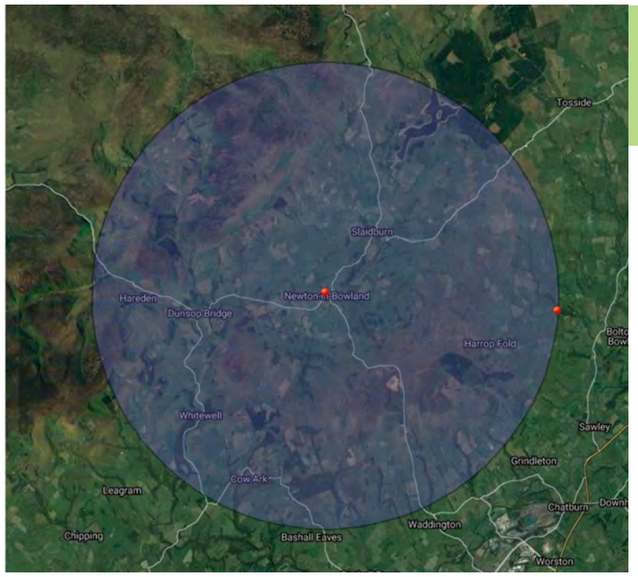
- An outline of the proposals
- How to provide feedback online
- How to obtain a hard copy feedback form
- Details about United Utilities
- Background to HARP
- Why HARP is needed
- Project timescales
- Contact details.

2.9.3 A copy of the project newsletter can be found at Appendix 9.

2.9.4 The project newsletter for the Bowland section was posted to 1,238 addresses split across Lancaster (922) and Ribble Valley (316). Due to the common construction traffic access routes for both the Bowland and Marl Hill Sections, the 3,547 addresses who received the project newsletter for Marl Hill are also considered to have been notified of the Bowland proposals within the Ribble Valley area.

2.9.5 The distribution areas were chosen based on those within 1km radius of the compound working areas and living along the proposed construction traffic access routes. The newsletters were posted on 31 July 2020.

2.9.6 Illustration of the proposed Bowland Section newsletter distribution area, 1km from the Newton-in-Bowland compound, is shown below :



Bowland newsletter distribution area around proposed Newton-in-Bowland compound site

2.10 Media Relations

2.10.1 To further publicise the virtual exhibition, a press release was issued to local and regional press outlets, including **Lancashire Telegraph and Clitheroe Advertiser.**

2.10.2 The press release contained the following information:

- An overview of the United Utilities project
- Virtual exhibition details
- Engagement with wider stakeholders
- Virtual and hard copy feedback details
- Contact information including website, Freephone and email.

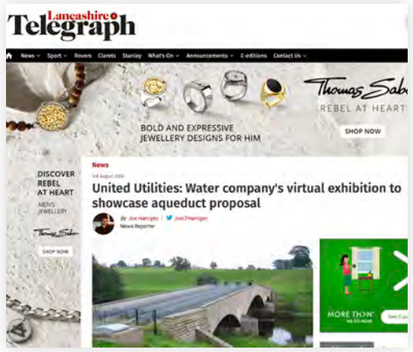
2.10.3 A copy of the press release can be found at Appendix 10.

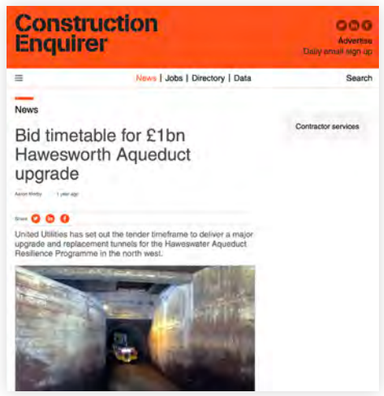
2.10.4 The table below summarises and provides links to the media coverage secured in relation to the proposed Bowland section, and the HARP consultation more widely.

Media Outlet	Article	Date
Clitheroe Advertiser	**https://www.clitheroeadvertiser.co.uk/news/environment/big-rigs-coming-bowland-aqueduct-investigation-work-640788**	19/04/2019
New Civil Engineer	**https://www.newcivilengineer.com/latest/haweswater-aqueduct-investigation-set-to-begin-25-04-2019/**	25/04/2019
Construction Enquirer	**https://www.constructionenquirer.com/2020/04/28/bid-timetable-for-1bn-hawesworth-aqueduct-contest/**	28/04/2020
New Civil Engineer	**https://www.newcivilengineer.com/latest/feedback-sought-on-800m-lake-district-aqueduct-plan-28-04-2020/**	28/04/2020
Lancashire Telegraph	**https://www.lancashiretelegraph.co.uk/news/18623829.united-utilities-water-companys-virtual-exhibition-showcase-aqueduct-proposal/**	02/08/2020
Lancashire Telegraph	**United Utilities: Water company's virtual exhibition to showcase aqueduct proposal**	03/08/2020
WWT Online	**https://wwtonline.co.uk/news/north-west-s-biggest-plumbing-job-done-on-time-in-a-storm-despite-covid**	12/10/2020

2.10.5 Information about the proposed Bowland section was posted on the local and regional media pages. Local and regional press articles also posted links to the articles on their social media pages.

2.10.6 Screenshots of some examples of the press coverage secured are below:





2.11 Social Media Adverts

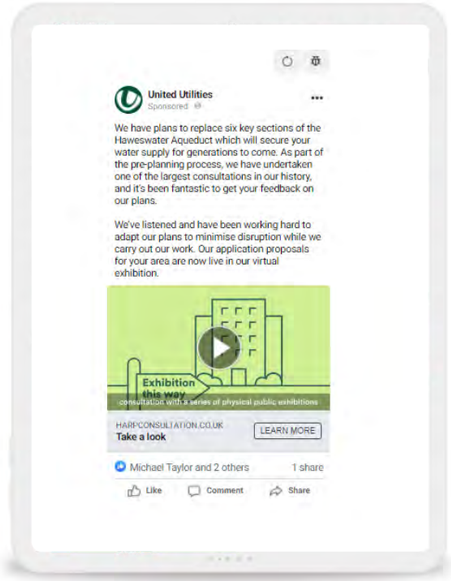
2.11.1 United Utilities promoted the HARP through its social media platforms including Facebook and Twitter.

2.11.2 These posts were seen 378,328 times and reached over 82,000 people.

2.11.3 On 6 August, United Utilities issued a message via Twitter inviting the public to view the plans.

2.11.4 Promoted adverts were set up on Facebook to encourage users to view the HARP proposals and provide their feedback. The following information was displayed on the Facebook adverts:

- The HARP consultation website addres
- The HARP Freephone number
- The HARP Consultation email address



2.12 0800 Comment Facility

2.12.1 During the consultation, access to a freephone telephone enquiry line was offered to those who wished to find out more about the proposals, or to register their comments via the telephone.

2.12.2 The telephone number used (0800 298 7040) was in operation Monday-Friday between the hours of 9.00am and 5.30pm. Outside of these hours a message facility was available for voicemails to be left and responded to at the earliest opportunity to ensure information was readily available and queries or concerns addressed.

2.12.3 Information was given to callers where possible and if questions were of a technical nature, these were passed on to project team members.

2.12.4 Up to September 2020, 28 members of the public telephoned the freephone line directly related to the wider HARP proposals. Themes of the calls included general queries for more information, hard copy pack requests and questions around construction timelines/locations.

2.13 Consultation Email Address

2.13.1 A consultation email address was provided for respondents who wanted to request further information or speak directly to a member of the project team. The email address provided was **Feedback@harpconsultation.co.uk** and was checked regularly throughout the consultation period.

2.13.2 Information was given to residents where possible and if questions were of a technical nature, these were passed on to project team members.

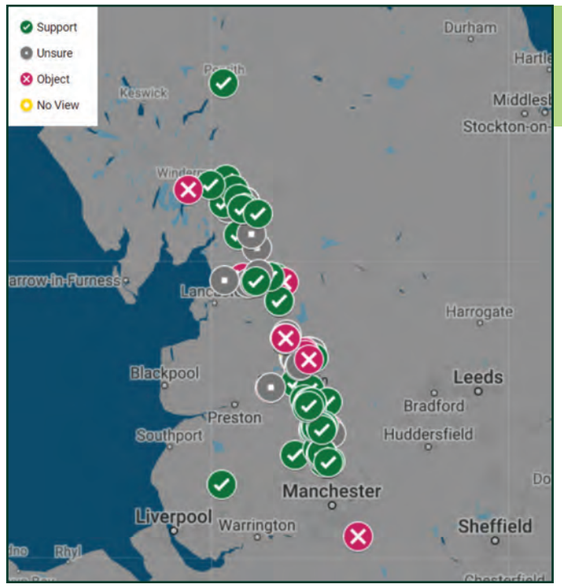
2.13.3 Up to September 2020, 32 emails were received from members of the public and other stakeholders to the feedback email address across the wider HARP consultation. Themes included general queries for more information, hard copy feedback form requests, job queries, meeting requests and environmental standards.

3. Review of Comments from HARP Virtual Exhibition

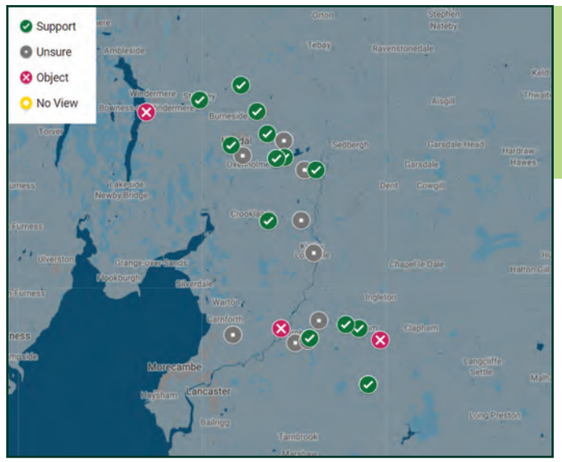
3.1 Overall HARP Feedback Summary

3.1.1 2,355 responses were received during the HARP virtual exhibition across all five sections, via website feedback form submissions, email, freephone and hardcopy feedback forms.

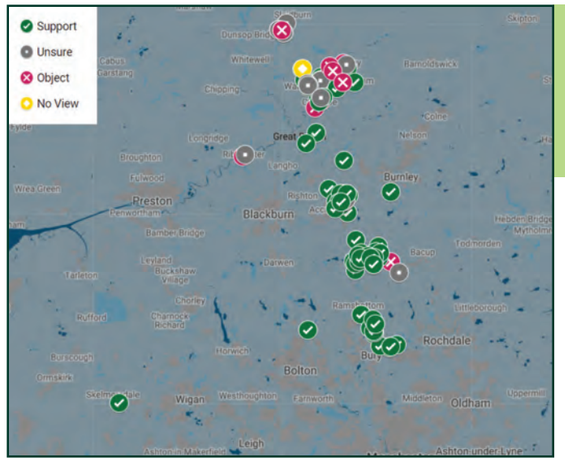
3.1.2 Responses to the HARP consultation came in from locations across the North West, from Cumbria to Greater Manchester. The below maps demonstrate where respondents provided their views from:



A map illustrating the geography of the feedback submitted for the HARP as a whole



A map illustrating the geography of the feedback submitted for the HARP as a whole, magnified to show responses in the locality of South Lakeland, Yorkshire Dales National Park and Lancaster

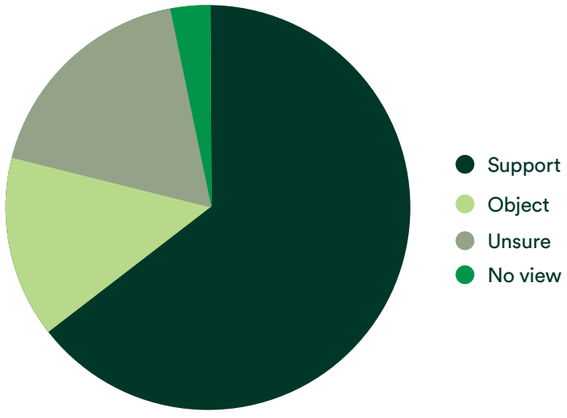


A map illustrating the geography of the feedback submitted for the HARP as a whole, magnified to show responses in the locality of Ribble Valley, Hyndburn, Rossendale and Bury

3.1.3 A high level of support was received from the feedback received across all HARP sections, with **101 out of 157 respondents (64%) in favour of the plans**. Respondents generally noted the importance of HARP for the wider North West region and understood any local impacts would be temporary. This was reflected in the low level of opposition to the plans, with only 23 respondents objecting (15%).

3.1.4 Of the respondents who offered their support for HARP, many provided specific reasons for supporting the proposals. These included the need for HARP; the importance of securing the North West's water supply and general support due to investment.

3.1.5 Overall, the feedback on United Utilities' HARP plans has been very positive. The below pie chart provides an overview of the feedback received:



3.1.6 Below is an overview of the support received, and the frequency with which comments appeared:

Comment	Frequency
HARP is needed	67%
Supports HARP proposals	64%
Securing water is vital	59%

3.1.7 The below table details the frequency with which other comments appeared:

Comment	Frequency
Highways impact	30%
HARP will increase traffic	27%
Safety concerns during construction	18%
Negative impact for pedestrians, cyclists and horse-riders	17%
Noise/vibration/tunnelling concerns	7%

3.2 Bowland Feedback - Ribble Valley Borough Council

3.2.1 Of the 26 responses received during the Bowland virtual exhibition, 15 were from residents living in the Ribble Valley Borough Council area. Two respondents did not fall under a council area.

3.2.2 The below table provides a summary of the level of support received throughout the consultation period from residents living in the Ribble Valley Borough Council area.

Total no. of responses	Support	No View	Unsure	Oppose
15 (100.00%)	6 (40.00%)	0 (0.00%)	4 (26.67%)	5 (33.33%)

3.3 Overall Bowland Feedback

3.1.3 26 responses were received during the Bowland virtual exhibition from all locations. 25 responses were provided via website feedback form submissions with one respondent getting in touch via phone. No feedback was provided by email or hard copy feedback forms.

3.1.4 Out of 26 responses overall, nine respondents (34.62%) were in favour of United Utilities' HARP plans at Bowland. A high number of respondents (11; 42.31%) were recorded as being unsure about the plans, rather than supporting or objecting. Six respondents (23.08%) objected to the plans outright.

3.1.5 The below table provides a summary of the level of support received throughout the consultation period.

Total no. of responses	Support	No View	Unsure	Oppose
26 (100.00%)	9 (34.62%)	0 (0.00%)	11 (42.31%)	6 (23.08%)

3.1.6 The below table details the frequency with which positive comments appeared:

Comment	Frequency
HARP is needed	22
Securing water is vital	20
Supports HARP proposals	9

3.1.7 The feedback forms completed during the public exhibitions in Ribble Valley in March 2020 asked the question "Do you understand why we need to do this work and how it will affect you?" 18 (82%) responded yes with 4 who did not provide a response to this question.

3.1.8 The below table details the frequency with which other comments appeared:

Comment	Frequency
HARP will increase traffic	15
Highways impact	13
Safety concerns during construction / negative HGV impact	9
Negative impact for pedestrians, cyclists and horse-riders	6

3.1.9 The tables below provide an analysis of the response received to the specific questions asked on the online and hard copy feedback forms.

Q1. Do you understand why we need this to work?			
Total no. of responses	Yes	Unsure	No
24	22	2	0

Q2. Do you have any issues to raise regarding the compounds in the Bowland section?		
Total no. of responses	Postcode of respondent	Example comment
14	BB7 4BW	*No.*
	BB7 4QT	*Yes the amount of heavy traffic isn't conducive for our single track country lanes and bridges over the Ribble.*
	LA2 8RE	*Construction traffic passing through the centre of Wray, a village which is already difficult to pass through due to housing close to the road, and densely populated, lack of off street parking resulting in parking congestion and the essential route for travel to work in Lancaster.*
	BB7 3DZ	*Understand the need for the work to be carried out but concerned that the size of the proposed compound and predicted traffic will be hugely disruptive for a very long period of time. Traffic and noise from 7am, even on weekends sounds very undesirable.*

Q3. Do you understand where the Bowland, Lower Lune Valley works will be located?			
Total no. of responses	Yes	Unsure	No
23	22	1	0

Q4. Do you understand where the Bowland, Ribble Valley works will be located?			
Total no. of responses	Yes	Unsure	No
24	22	1	0

Q5. Do you understand the potential impacts on the local highways network?			
Total no. of responses	Yes	Unsure	No
25	19	5	1

Q6. How do you normally travel?				
Total no. of responses	Car	Cycle	Bus	Walk
24	19	3	0	2

Q7. What times of days do you normally travel?								
Total no. of responses	Before 7am	7am - 9am	9 - 11am	11am - 1pm	1pm - 3pm	3pm - 5pm	5pm - 7pm	After 7pm
23	0	11	3	3	2	2	2	0

Q8. What times of days are the busiest locally on the roads?				
Total no. of responses	Morning	Midday	Afternoon	Evening
23	18	1	2	2

Q9. If you are a pedestrian, cyclist and / or horse rider, taking into account the potential traffic routes, how do you think you may be affected by the proposals?		
Total no. of responses	Postcode of response	Example comment
15	LA6 1ED	*As long as there is advanced notice of the location of the road closures we (Lancaster and South Lakes Cycling UK) should be able to plan our rides to suit.*
	BB7 3DY	*HGV s damaging road surface large vehicles passing users on narrow roads.* *A bridleway route through the holder valley would help to take horse riders and cyclists off the road. The roads are used by visitors for Gisburn Forest trails. A link from Slaidburn via the dam at stocks would be good.*
	LA2 8NP	*I will be affected as I use the roads around Lower houses as a very quiet walking route. It is very narrow, and traffic already has little passing space. I don't know how bigger vehicles will cope on these very narrow roads.*

Q10. Do you understand the timeline of this project?			
Total no. of responses	Yes	Unsure	No
25	24	1	0

Q11. As well as the benefits identified on this image, do you believe that securing water services is vital?			
Total no. of responses	Yes	Unsure	No
23	21	1	1

Q12. Do you support United Utilities' proposals?			
Total no. of responses	Yes	Unsure	No
25	9	10	6

Q13. What are the three biggest issues facing your local area? (Eg, Health, local park funding, youth services, etc)		
Total no. of responses	Postcode of response	Example comment
17	BB12 7HX	*Health and education provision following a lot of new house building in local area.*
	BB7 3EE	*Lack of public transport.*
	LA6 1ED	*As Lancaster and South Lakes Group Cycling UK we ride in the area 2 or 3 times each week. Our main interest at the moment is the hopefully planned extension of the off road cycle path up the Lune Valley. SUSTRANS are involved in planning this route. They and all local cyclists would be pleased with any help you can give to this project.*
	BB7 2AG	*School spaces, doctors' spaces both due to increased housing but no investment in these areas.*
	BB7 3DY	*Employment, housing and public transport.*

Q14. Do you have any further comments?		
Total no. of responses	Postcode of response	Example comment
14	LA2 7AP	*I support UU in their efforts to secure good water supply but I believe that alternative arrangements need to be devised to deal with construction traffic to and from the work site.*
	BB12 7HX	*All makes sense bar the access roads. Grindleton Bridge has poor access via Chatburn due to parking. West Bradford is a known problem bridge as it is narrow with tight turns onto the bridge. Vehicles get stuck every month leading to closure from hours to months. Via Bashall and Mitton would be better, safer routes on wider roads with better sight lines.*
	BB7 3DY	*I fully understand the need for work of this nature. However, I would wish to be satisfied that every effort is made to minimise the impact on my home and the village of Newton in Bowland. Accordingly, I would wish to have an answer to my earlier query ie why can't the existing track prior to Hallgate Hill be used to access the working sight? Additionally, I am unclear as to why the compound marked in yellow extends to the immediate edge of Newton in Bowland - in view of the amount of land available why is it necessary to locate compound work so close to the village?*
	LA2 7FN	*Can every effort be made to ensure construction traffic take into account vulnerable road users such as cyclist?*

3.1.10 In general the comments received in response to the Virtual Exhibition were reflective of those received during the Physical Exhibitions with impacts from construction traffic being the overwhelming key theme.

4. Response to Comments

4.1 Introduction

4.1.1 All comments received have been reviewed by the project team and, where possible, amendments made to the proposal. Many of the issues raised are covered in the application documents which accompany this report.

4.1.2 United Utilities is encouraged by the high level of respondents (84.62%) who stated that they understood the need for HARP and the proposed Bowland section works. Notwithstanding this, United Utilities recognises that 23.08% of respondents were opposed the scheme and where possible we have sought to address concerns raised (see Section 4.1).

4.1.3 United Utilities would like to thank those residents and stakeholders who took part in the consultation and provided their feedback.

4.1.4 Where questions were asked, or a response was requested, United Utilities project team has endeavoured to respond to those consultation participants in writing.

4.2 Responses to key themes raised in comments received

4.2.1 The main themes which arose during the pre-application consultation, and United Utilities' response, to each are detailed below. This focusses on the areas specifically within the proposed Bowland section in relation to Ribble Valley, namely the Newton-in-Bowland compound and associated ancillary development (e.g. the Proposed Ribble Crossing).

Theme	Response to comments
Increase in traffic on local roads considering local hospital, schools and farm traffic	A Transport Assessment has been carried out in support of the planning application to Ribble Valley Borough Council. It provides an assessment of traffic and transport impacts relating to the construction of the proposed Bowland section. The method of assessment was agreed through discussions with Lancashire County Council as the Local Highway Authority and Highways England as the Strategic Highways Authority. A number of measures have been embedded in the design of the Proposed Bowland Section, in order to ensure the local highway network can safely accommodate construction traffic requiring access to the proposed compounds. The proposed haulage routes presented in the public consultation undertaken in 2020 (Haulage Route Option 1) utilised the existing highway network. Haulage Route Option 1 incorporates two routes. Route 1, through Clitheroe and Waddington, would be used by construction vehicles lower than 3.5m high (to avoid the height restriction on the Waddington Road railway bridge). Route 2, through Chatburn, Grindleton, West Bradford and the north of Waddington, would be used less frequently by vehicles greater than 3.5m high. However, due to concerns raised, United Utilities commissioned a feasibility study to explore an alternative haulage route, involving a temporary crossing of the River Ribble between West Bradford Road in the south (opposite Ribblesdale Cement Works) and West Bradford Road to the north west (to the west of Waddington and West Bradford Primary School). The alternative route offers benefits in terms of allowing construction traffic to bypass Clitheroe, Chatburn, Grindleton, West Bradford and parts of Waddington and it is included as an option (Haulage Route Option 2) in the planning application. A HGV holding facility is proposed within the Ribblesdale Cement Works. The intention is that large vehicles would be held in this area during peak times (e.g. school drop off and pick up times) before being marshalled along the approved haulage route. In addition, a park and ride facility is proposed within an existing car park opposite Ribblesdale Cement Works. The facility would be used by construction personnel who would be bused to and from the proposed construction compounds in order to reduce the volume of light vehicles on the local road network. In order to further reduce the volume of construction traffic on the road network, United Utilities has engaged with the operators of Waddington Fell Quarry with a view to surplus material extracted from the proposed Bowland section being transferred to the quarry for use in a revised and enhanced restoration scheme. A planning application to alter the restoration plan for the site has been submitted to Lancashire County Council. The planning application for the Proposed Bowland Section is accompanied by two Construction Traffic Management Plans, one for each Haulage Route Option. The CTMPs outline additional mitigation measures, based on supporting information such as swept path analysis, including: • Proposed local road widening and passing places (incorporated in the planning application boundary) • Temporary parking restrictions on Ribble Lane (relevant only to Haulage Route Option 1) • Appropriate speed restrictions to ensure safe stopping distances to allow wider vehicles to slow and pass.

Theme	Response to comments
Increase in traffic on local roads considering local hospital, schools and farm traffic	• Selective pruning and removal (only where absolutely necessary) of vegetation to ensure sufficient sight lines • Consistent messaging about the nature of construction HGV movements warning other road users that vehicles may slow or stop to allow oncoming vehicles to pass. This would include signage on vehicles, road signage and a wide range of communications with residents and any appropriate special interest groups. • Suitable traffic management at locations where physical works are impractical or where such measures are considered necessary in conjunction with physical works, such as: o two way control at Grindleton bridge (relevant only to Haulage Route Option 1) o three way control at the junction between Grindleton Road and East View at (relevant only to Haulage Route Option 1) o two way control at the pinch point at West Clough Bridge (relevant only to Haulage Route Option 1) o two way control at the pinch points around the 3 Millstones in West Bradford (relevant only to Haulage Route Option 1) o three way control at the junction between West Bradford Road and the B6478, the Higher Buck, in Waddington (relevant to both Haulage Route Options) The current proposals are not exhaustive and would be subject to detailed design including appropriate independent safety audits. The proposed construction compound is in excess of 500m from the proposed haul road junctions with the B6478 Slaidburn Road. Control of access to site would be such that it should not result in construction traffic backing up on the existing highway to access site (i.e. access control would be set back from the junction). The CTMP provides details of the proposed junctions including swept path analysis and visibility splays. Where possible a conservative approach to visibility splay has been adopted allowing for higher design speeds than the proposed restrictions. There would be no movement of heavy goods vehicles before 09:00 and between 14:45 and 16:00 Monday to Friday, in order to avoid conflict with school drop off and pick up times. There may be a need for abnormal load movements outside of the hours stated above in order to limit the potential for conflict with oncoming traffic. Such movements would be agreed in advance with Lancashire County Council Highways as part of a special vehicle movement. An even distribution of deliveries is proposed throughout the day to avoid excessive hourly demand. The contractor would be responsible for managing the daily demand for deliveries and exports for their own fleet and that of their supply chain partners to ensure they comply with agreed daily traffic profiles. It is considered that the implementation of these measures would ensure construction traffic is able to safely access the proposed compounds without causing undue disturbance to local communities.

Theme	Response to comments
Impact on Environment	We have assessed the impacts on the environment as part of the Environmental Impact Assessment. The results of the assessment are contained within the proposed Bowland section Environmental Statement, submitted as part of the planning application. The project has been designed to minimise impacts as much as practicable for a project of this nature and scale. Where required, mitigation would be adopted by the appointed contractor and a Construction Code of Practice (CCOP) has been developed and is also submitted as part of the planning application.
Potential for disruption and nuisance (noise, dust etc.)	Chapter 17 of the Environmental Statement provides an assessment of the Noise and Vibration effects associated with the proposed Bowland section. The assessment reported in Chapter 17 of the Environmental Statement for the proposed Bowland section considers the potential Noise and Vibration impacts on residential properties and other sensitive receptors during construction. Existing baseline noise levels were established through sound level monitoring at key locations considered representative of surrounding receptors. Elevated construction noise levels are predicted, particularly during the enabling works phase for receptors situated closest to the proposed compound. The works would be carried out in accordance with Best Practicable Means (BPM) as defined in Section 72 of the Control of Pollution Act 1974 (HMSO, 1974) and in accordance with the recommendations of BS 5228 part 1 (BSI, 2014) and part 2 (BSI, 2014). Specific mitigation measures are outlined in the Construction Code of Practice. Some examples include: • Where possible works would be programmed to take place on weekdays during general site working hours as set out in Section 4.2. • Construction plant would be operated and maintained appropriately, having regard to the manufacturer's recommendations or using other appropriate operation and maintenance programmes that reduce noise and vibration emissions. All vehicles and plant would be switched off when not in use • Vehicle and mechanical plant would be fitted with effective exhaust silencers, to be maintained in good working order and operated in such a manner as to minimise noise emissions • The positioning of construction plant and activities to minimise noise at sensitive locations, for example locating generators away from the site boundary if there are nearby properties or community assets • The use of silencers on pneumatic tools • The use, where necessary, of effective sound reducing enclosures or barriers • Design and use of site hoardings and temporary noise barriers, where necessary, to provide noise screening (with a surface density in excess of 7 kg/m2). • Start-up plant and equipment sequentially and avoid start up and run down of plant in the vicinity of sensitive properties where possible • Consideration would be given to the use of low amplitude vibration settings or non-vibratory compaction techniques close to sensitive properties. • Prior to any works commencing, structural surveys would be undertaken at properties identified to be subject to vibration impacts during the works.

Theme	Response to comments
Potential for disruption and nuisance (noise, dust etc.)	In addition, the CCOP includes the requirement for the Contractor to undertake a risk assessment prior to commencing works, based on the latest construction methodology and design information and used to update/supplement the assessments presented in the ES. In addition, the Contractor would be required to develop and implement a site noise and vibration control strategy in order to minimise construction noise and vibration emissions at nearby receptors. Where appropriate, this may include agreeing noise and vibration limits at receptors. This strategy would be agreed with the Local Planning Authority. A range of measures would be implemented to prevent nuisance caused by dust during construction. Such measures include (but are not limited to): • Managing earthworks and excavated materials storage to prevent wind whipping using methods such as covering, re-vegetating, or other alternative methods of dust suppression such as hessian fabric, mulch or using water suppression • Ensuring any materials brought on to site (e.g. sand and aggregates) are stored so as not to be allowed to dry out unless this is required for a particular process, in which case ensuring that appropriate additional control measures are in place. Ensuring bulk cement and other fine powder materials are delivered in enclosed tankers and stored in silos with appropriate emission control systems / filters fitted • Where there is a risk of dust nuisance, using cutting, grinding or sawing equipment fitted or in conjunction with suitable dust suppression techniques • Ensuring an adequate water supply for effective dust / particulate matter suppression / mitigation • Where there is a risk of dust nuisance, covering of dusty sources such as skips, where practicable • Where there is a risk of dust nuisance, controlling drop heights from conveyors, loading shovels, hoppers and other loading or handling equipment (including crushing and screening processes) and use of fine water sprays on such equipment wherever appropriate • Cleaning of surfaces where required, to prevent dust being blown out of the construction compound areas, especially when it is windy. Ensuring equipment is readily available on site to clean any dry spillages, cleaning up spillages as soon as reasonably practicable using wet cleaning methods where appropriate • Using water suppression on internal site haul roads where dust emissions are visible • Sheeting of vehicles containing dusty / friable materials when entering and leaving the site • If appropriate, implementing the use of a wheel washing system (with rumble grids) to dislodge accumulated dust and mud prior to leaving the site and cleaning of public highways in the vicinity of work areas to reduce track-out • Using water-assisted dust sweeper(s) on the access and local roads to remove, as necessary, any material tracked out of the site.
Potential impact on bridges over River Ribble	Haulage Route Option 1 requires crossing of Brungerley Bridge and East View Bridge on Ribble Lane. Modifications to East View Bridge are proposed as part of the planning application to ensure construction traffic can safely navigate the structure without risking damage. Haulage Route Option 2 would utilise a new temporary crossing of the River Ribble. If taken forward as part of the approved scheme, the use of this route would remove the need for any use of, or physical works to, any of the existing Ribble crossings.

Theme	Response to comments
Interface with walkers, cyclists and horse riders	One (PRoW footpath 3-29-FP 31) would be temporarily affected by the works. The first proposal would divert the footpath along the edge of the construction compound to Newton Road/Dunsop Bridge Road. The second proposal would be to close the footpath where it intersects with 3-29-FP 32 and divert it along 3-29-FP 32 to join the Newton Road near the junction with 3-29-FP 15. In addition, whilst Footpath 3-29-FP 35 would not be directly affected, a controlled crossing point would be required where it joins onto Footpath 3-29-FP 26 and also where the footpath meets the proposed access track. Signage would be posted at appropriate locations to acknowledge construction traffic movement. The Proposed Ribble Crossing (Haulage Route Option 2) would intersect a total of four PRoWs which would be directly or indirectly affected during construction. Temporary diversions and controlled crossing points would be implemented to maintain access along the right of way network. Following erection of the temporary bridge over the Ribble, the Ribble Way long distance footpath would remain open along its existing definitive route, passing underneath the bridge. Route 90 on the National Cycle Network would be affected where the Proposed Ribble Crossing joins onto Waddington Road/West Bradford Road for approximately 650 m. There are no proposed diversions for this, however, increased signage would be in place along the route to advise users of construction traffic. Drivers would be educated as to presence of this cycle route to ensure they implement effective defensive driving techniques.
Spoil disposal/ material management proposals	In order to further reduce the volume of construction traffic on the road network, United Utilities has engaged with the operators of Waddington Fell Quarry with a view to surplus material extracted from the proposed Bowland section being transferred to the quarry for use in a revised and enhanced restoration scheme. A planning application to alter the restoration plan for the site has been submitted to Lancashire County Council.
Protection of Broadband for Rural North (B4RN)	We have engaged with those responsible for installing and maintaining broadband networks and would continue to do so to ensure the Proposed Scheme does not impact upon existing networks and where possible facilitates plans to provide new networks.
Potential landscape and visual impact	Chapter 6 of the proposed Bowland section ES provides a summary of the Landscape and Visual Impact Assessment (LVIA) carried out. The assessment has identified that activity during the Enabling Works, Construction and Commissioning Phases would cause the greatest changes to, and adverse effects on, landscape character and people's views. These activities would include short to medium term tunnelling operations in combination with other short-term activities including site preparation, access track construction and commissioning of the new pipeline. Tunnelling construction activities and the visual draw of vehicle movements would also alter rural characteristics and result in adverse visual effects within the local landscape. A series of measures have been developed that seek to avoid or reduce the impact on landscape features and visual amenity which would reduce the adverse effects during the period when the greatest effects arise. Measures include retaining vegetation and other features along compound boundaries. These measures would reduce the adverse effects and maintain the screening benefits of existing landscape features.

Theme	Response to comments
Potential landscape and visual impact	The ES concludes that, by Year 1, (the first year after construction is completed) due to the reinstatement of grass pasture and field boundaries, including stone walls, the adverse effects on landscape character and people's views would reduce. By Year 5, hedgerows will be sufficiently established, and by Year 15, trees and other vegetation would have established sufficiently that the impacts would have reduced where the residual effects are negligible. The proposed valve house building would be a new feature in the landscape and as such efforts have been made in design to ensure they would blend well into the existing landscape. It would be constructed in natural stone, in keeping with the local vernacular. The building would have a pitched roof, finished with Welsh slate. The objective is to ensure the building is in keeping with the style of construction of agricultural out-buildings present throughout the local area. Post and rail fencing would be erected to demarcate United Utilities' operational boundary Further information regarding the scale, design, appearance and materials of proposed buildings is shown on Planning Drawing: 80061155-01-UU-TR3-XX-DR-C-00061. In relation to the Proposed Ribble Crossing, there would be significant impacts on landscape character and visual amenity during construction and operation of the tunnel These effects would reduce once construction activity ceases and there would be no residual significant effects following decommissioning and reinstatement. Detailed Environmental Masterplans included in Volume 3 of the ES provide greater detail regarding mitigation proposed at each compound site and in relation to the Proposed Ribble Crossing. In some cases, proposed highway modification works would necessitate the removal of sections of hedgerow and/or trees. Hedgerows would be reinstated on completion of construction. Allowance for replacement tree planting to adequately compensate for those lost to accommodate the modifications is included in the Biodiversity Net Gain proposals. A Lighting Management Plan is submitted as part of the planning application detailing measures to be implemented at the compound sites during construction to mitigate potential lighting impact.
Potential for damage to roads, verges and drainage	To ensure that the impact of HGV traffic would not have a long term negative impact upon the structure of the highway network a pre-condition survey would be undertaken of all sections of routes to be used by HGV traffic that are considered particularly vulnerable to the proposed increase in traffic. A pre-condition survey of the carriageway surface and associated infrastructure on the nominated haulage and access routes will be completed and its findings recorded and shared with Lancashire County Council for acknowledgement. The survey would utilise cores of the existing highway asset to assess the existing road condition and necessity for any 'preventative maintenance' identified. In addition to undertaking cores a visual inspection and photographic record would also be undertaken. The inspected sections would be also be subject to a visual inspection and photographic records of the carriageway haunch, recognising the limitations on space available for HGVs to pass along some sections of the routes. Periodic highway condition inspections would be conducted by the contractor at a frequency and in a format agreed with LCC and the findings promptly shared with LCC.

Theme	Response to comments
Potential for damage to roads, verges and drainage	Any works that are deemed required to maintain the highway standards for all road users will be undertaken as agreed between Lancashire County Council, United Utilities and the Contractor. A wheel washing facility would be provided at tunnel drive site locations or where a high frequency of HGV traffic may occur. The use of road sweepers would be deployed as required to keep the carriageway surface clean although this is only anticipated in the locality of the construction site access points. Additionally all temporary haul road surfaces would include hard surfacing and, as appropriate, loads would be covered.
Impact on private water supplies	United Utilities has sought to collect information about private water supplies from a number of sources including; directly from landowners, the local authority, review of current Ordinance Survey maps and sites visits (where required). Based on the characteristics of the supply and the construction activity within the proposed development envelope, specialists have carried out an assessment to determine the potential level of risk of impacting each identified private water supply, as reported in Chapter 7 of the ES. For groundwater fed supplies such as abstractions from a borehole or spring, hydrogeologists have reviewed potential impacts on groundwater flows or levels, and the groundwater quality. Surface water specialists have reviewed potential impacts on surface water flows and quality for any surface water abstractions. Where there is a doubt on the nature of the abstraction, the same supply would be assessed from both a groundwater and surface water perspective to cover worse case scenarios. The assessment classifies each supply against one of five categories based on the significance of potential impact. The categories are: • No impact No change to groundwater or water conditions are expected as a result of the proposed scheme and therefore no impact is expected on a given water supply, based on the information gathered. • Neutral potential significance of impact Any change to groundwater or surface water flow and/or quality is so marginal that it approximates to a “no change” to the baseline conditions for a given supply • Slight potential significance of impact Minor potential change to groundwater or surface water flow and/or quality which is not deemed to endanger the viability of a supply. • Moderate potential significance of impact A potential noticeable indirect impact on a given supply is either expected or possible. • Large significance of impact A potential significant direct or indirect impact on a given supply is either expected or possible. Where the supply is categorised no impact, neutral potential significance of impact, or slight potential significance of impact the risk would be managed through good construction practices and adhering to the Construction Code of Practice (CCoP). The CCoP is submitted with, and forms part of, the HARP planning applications.

Theme	Response to comments
Impact on private water supplies	For all other supplies the following steps will be taken; **Prior to construction** Establish pre works conditions, Prior to commencement of the works, the team would establish a baseline record of characteristics through multiple samples and analysis of each supply at occasions to account for variable weather and seasonal conditions. This would involve liaison with the landowner regarding the use of the supply If it is anticipated the works would affect a supply (large significance of impact) a replacement strategy would be developed in consultation with the affected landowner. An alternative supply would be provided to at least the flow rate and quality of the pre works conditions until such time as pre works conditions are re-established and maintained. No private water supply would be interrupted by the works without an alternative supply being in place. **During construction** For Private Water Supplies determined to have a moderate potential significance of impact, a monitoring plan would be put in place in consultation with the landowner which considers the level of risk and suitable frequency of sampling. Monitoring would begin prior to the start of construction activity in the vicinity of a given supply and continue until completion. Monitoring at the source and point of use of the PWS would include sampling and analysis of the flow rate and of water quality characteristics. Monitoring of PWS used for drinking water would include parameters set out in the Water Supply (Water Quality) Regulations 2018. Should monitoring indicate a change during local construction activity a temporary replacement water supply would be provided to at least the flow rate and quality of the pre works conditions until such time as pre works conditions are re-established and maintained and the HARP team would investigate further to determine the cause. If the construction activity is the cause of the change the HARP team would repair the damage, or provide an adequate alternative as soon as reasonably practicable.
Long working days and times (24/7)	Once the Tunnel Boring Machine sets off it will run 24-hours a day. This would require some activities to be carried out during the night within the site compound local to the tunnel shafts but this would be less than during the daytime, with only essential activities taking place. Vehicle movements would be limited to normal working hours which are between 07:00 and 19:00 Monday to Friday and 07:00 and 13:00 on Saturdays. There would be no movement of heavy goods vehicles before 09:00 and between 14:45 and 16:00 Monday to Friday, in order to avoid conflict with school drop off and pick up times. There may be a need for abnormal load movements outside of the hours stated above in order to limit the potential for conflict with oncoming traffic. Such movements would be agreed in advance with Lancashire County Council Highways as part of a special vehicle movement.
No local benefit but major disruption	Residents of communities local to the Proposed Scheme served by mains supplies receive a contribution of water from the Haweswater Aqueduct. We will look for opportunities to engage with and invest in the communities we are working within during the delivery of the programme of work. Our dedicated customer liaison team will be working closely with those communities to identify opportunities that meet local needs.

Theme	Response to comments
Structural damage from tunnelling	Vibration has been assessed as part of the Environmental Impact Assessment in Chapter 17 Noise and Vibration of the Environmental Statement to consider the impacts on residential properties and other community assets in the areas adjacent to our works including the compound areas, underground tunnel route and along the construction traffic access routes. We will mitigate any impacts and will be closely monitoring levels of vibration throughout construction. When carrying out works of this nature close to properties, it is our standard procedure to have a structural survey carried out on nearby properties. This is just to give occupiers peace of mind, we do not envisage any structural damage to property. In the unlikely event that there is unplanned damage to structures such as buildings, roads or bridges or to underground utilities such as water, gas or electric that has been caused by our works we will work with the owner to rectify the problem.
Site security	Levels of security would vary depending on the work being undertaken and the location. The Contractor would ensure that temporary construction compounds including offices are adequately secured to protect the public and prevent unauthorised entry to the site, this may include perimeter fencing or hoarding, site lighting, security guards, CCTV, perimeter security etc. With regards to CCTV, the location and direction of view would be considered to prevent intrusion into residential properties. Access to the temporary construction compounds would be via specified entry points only and all personnel would be asked to report to the site office for health and safety and security reasons.
Duration of work	The proposed Bowland section would take approximately 7 years to construct in total, starting in late 2023. Enabling works, such as highway modifications and the construction of the Proposed Ribble Crossing (if required) may commence earlier.
Impact on fishing activity	Construction of the Proposed Bowland Section would not obstruct continued fishing activity. The proposed Hodder and Ribble Crossings would be clear span structures, allowing continued fish passage and access for recreational users during the course of construction. Mitigation measures, as set out in the Construction Code of Practice, would be adopted to ensure water quality is maintained and potential disturbance to fish migration and spawning is minimised. United Utilities has engaged with local fishing groups to ensure appropriate accommodation and mitigation measures are adopted and implemented effectively during construction and will continue to engage in proactive consultation with these parties throughout the preconstruction and construction phases.

5. Pre-application submission exhibition

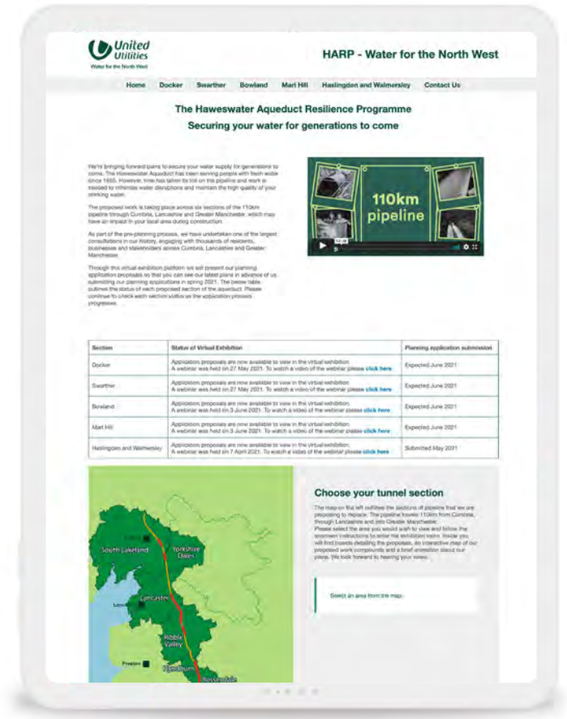
5.1 Following the review of comments, United Utilities presented their updated application proposals on the virtual exhibition platform so residents, businesses and stakeholders could view the final planning application proposals and how the consultation had been incorporated.

5.2 The virtual exhibition was split into each of the five tunnel sections: Docker, Swarther, Bowland, Marl Hill, and Haslingden & Walmersley.

5.3 The virtual exhibition displayed exhibition boards, an interactive map detailing the working areas, a video on the consultation, animations and a Frequently Asked Questions document. Copies of both the exhibition boards and the FAQs were made available to view online, download and were posted to those that requested hard copies.

5.1 Updated Project Website

5.1.1 An update was made to the dedicated consultation website, hosted on **www.harpconsultation.co.uk**



5.2 Updated Virtual Exhibition

5.2.1 United Utilities updated the virtual exhibition for each of the five HARP working areas.

5.2.2 The virtual exhibitions provided local communities and stakeholders the opportunity to view the final planning application proposals and understand how the feedback had shaped them.

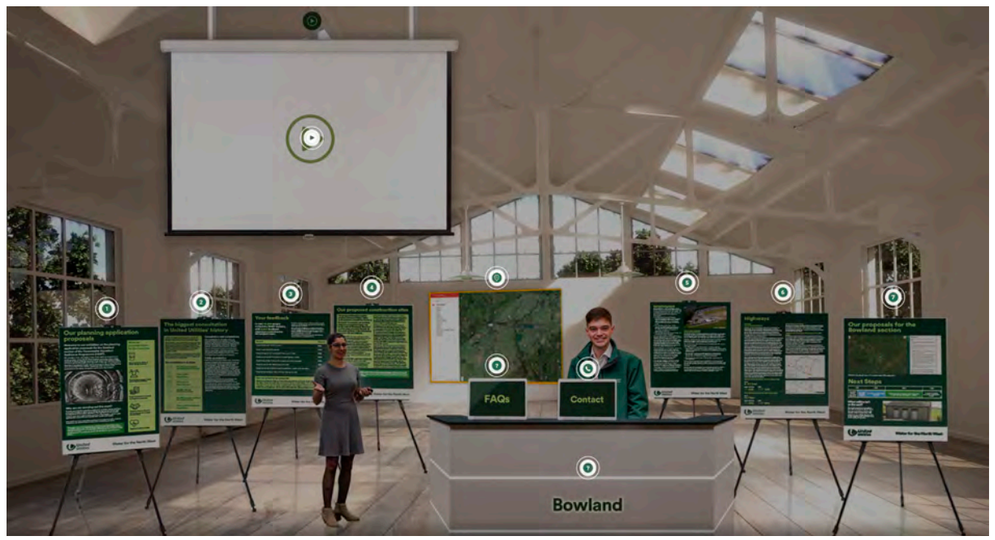
5.2.3 The Bowland section virtual exhibition was updated on Wednesday 19 May 2021, and can be accessed via **https://harpconsultation.co.uk/bowland**

5.2.4 The information provided within the Bowland updated virtual exhibition included:

- United Utilities' final planning application proposals for the proposed Bowland section, including aerial images, site plans and technical charts
- An overview of the consultation process
- An overview of the feedback responses received
- Explanations of the key changes made to the proposals, as a result of the feedback received
- An outline of the final compound area, haulage route options, Proposed Ribble Crossing, off site highway works, Park and Ride and HGV Holding Facility
- An interactive map displaying the proposed works locations and extents
- The proposed timeline and next steps for the planning application
- Both online and offline contact details.

5.2.5 A copy of the Bowland exhibition boards displayed at the pre-application submission exhibition can be found in Appendix 11.

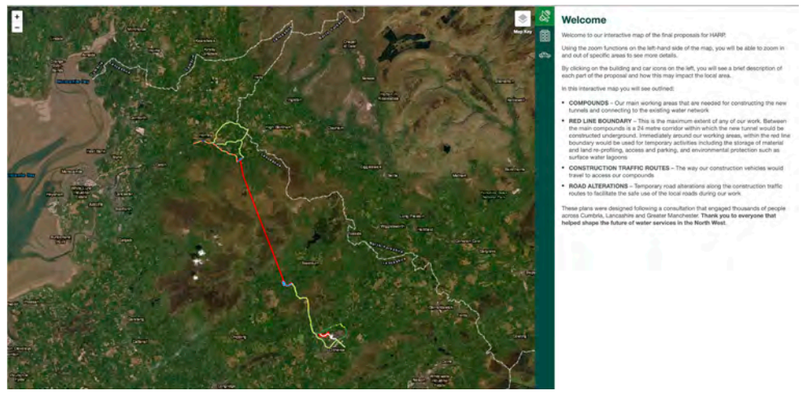
5.2.6 A screenshot of the Bowland updated virtual exhibition room, displaying the final planning application proposals, can be found below:



5.3 Interactive Map

5.3.1 As part of the updated Bowland virtual exhibition, a new version of the interactive map was included. This detailed the compound areas, mine grouting areas, and associated construction traffic routes throughout the areas covered by the proposed Bowland section.

5.3.2 A screenshot of the interactive map, as part of the Bowland updated virtual exhibition page, can be found below:



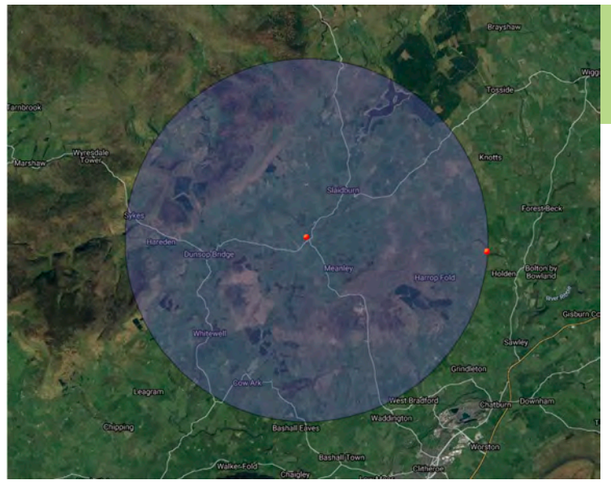
5.4 Project Newsletter

5.4.1 To ensure that local communities and stakeholders were made aware of how to access information on United Utilities' planning application proposals for the proposed Bowland section, newsletters were sent to 1,789 addresses (1,359 Lancaster, 430 Ribble Valley) around the associated compounds and along the construction traffic access routes. The areas correspond with those in the pre-application consultation virtual exhibition communication though widened due to the level of local interest.

5.4.2 Due to the common construction traffic access routes for both the Bowland and Marl Hill sections the 5,203 addresses who received the project newsletter for Marl Hill are also considered to have been notified of the Bowland proposals within the Ribble Valley area.

5.4.3 A copy of the pre-application submission exhibition newsletter can be found in Appendix 12.

5.4.4 Illustrations of the proposed Bowland section newsletter distribution area, are shown below:



Bowland newsletter distribution area around proposed Newton-in-Bowland compound site

5.5 Webinars

5.5.1 As part of their commitment to community engagement and to further ensure local communities and stakeholders had the opportunity to find information about the final planning application proposals, a webinar was hosted by United Utilities.

5.5.2 The webinar invited those interested to attend and view a presentation from members of the HARP project team.

5.5.3 The webinar talked through:

- The history of HARP
- The need for the work and in particular the proposed Bowland section
- The consultation undertaken by United Utilities
- The feedback and how this helped shape the application proposals
- An audience Q&A.

5.5.4 The webinar for the proposed Bowland section was held on Thursday 3rd June 2021 at 6pm which was registered for by 110 residents and other local stakeholders.

5.6 Media Relations

5.6.1 To further publicise the virtual exhibition showcasing the final planning application proposals for the proposed Bowland section, a press release was issued to the local and regional press outlets, including Lancashire Telegraph and Lancs Live.

5.6.2 The press release contained the following information:

- An overview of the United Utilities project
- Virtual exhibition details
- Engagement with wider stakeholders
- Virtual and hard copy feedback details
- Contact information including website, Freephone and email.

5.6.3 A copy of the press release can be found at Appendix 13.

5.6.4 The table below summarises and provides links to the media coverage secured in relation to the HARP exhibitions.

Media Outlet	Article	Date
Lancs Live	**https://www.lancs.live/news/lancashire-news/six-years-works-disruption-huge-19809672**	19/02/2021
InYourArea	**https://www.inyourarea.co.uk/news/final-plans-for-haweswater-aqueduct-refurbishment-released-online/**	14/04/2021
Lancaster Guardian	**https://www.lancasterguardian.co.uk/news/environment/plans-for-central-section-of-regions-biggest-plumbing-project-posted-online-for-customers-in-lancaster-and-the-ribble-valley-3248203**	24/05/2021
The Visitor	**https://www.thevisitor.co.uk/news/environment/plans-for-central-section-of-regions-biggest-plumbing-project-posted-online-for-customers-in-lancaster-and-the-ribble-valley-3248203**	24/05/2021
Lancashire Evening Post	**https://www.lep.co.uk/news/environment/plans-for-central-section-of-regions-biggest-plumbing-project-posted-online-for-customers-in-lancaster-and-the-ribble-valley-3248203**	24/05/2021
Market Screener	**https://www.marketscreener.com/quote/stock/UNITED-UTILITIES-GROUP-PL-9590184/news/United-Utilities-nbsp-Plans-for-central-section-of-region-s-biggest-plumbing-project-posted-online-33353434/**	26/05/2021
BBC Lancashire		02/06/2021
BBC Lancashire		05/06/2021
BBC Weekend News		06/06/2021

5.7 Social Media Adverts

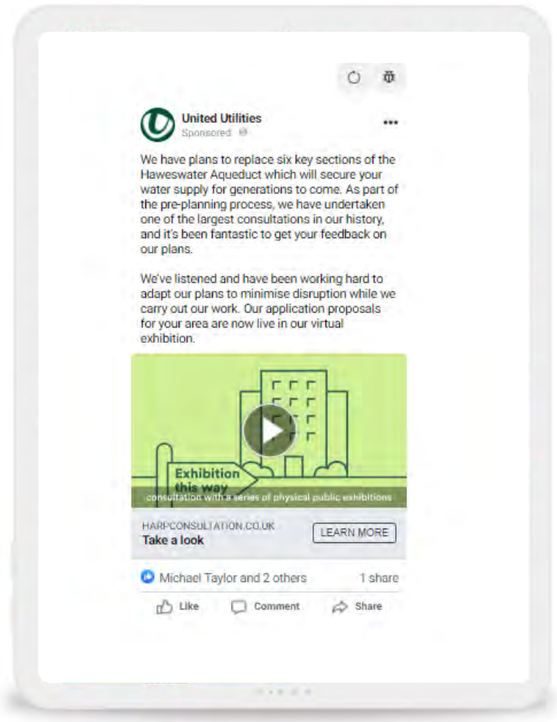
5.7.1 To further publicise the virtual exhibition showcasing the final planning application proposals for the proposed Bowland section United Utilities again promoted the HARP through its social media platforms including Facebook and Twitter.

5.7.2 These posts reached over 37,000 people.

5.7.3 United Utilities issued a message via Twitter inviting the public to view the virtual exhibition displaying the final planning application proposals for the proposed Bowland section.

5.7.4 Promoted adverts were set up on Facebook to encourage users to view the final planning application proposals and access the updated virtual exhibition for the proposed Bowland section. The following information was displayed on the Facebook adverts:

- The HARP consultation website address
- The HARP Freephone number
- The HARP Consultation email address.



6. Post-Application Consultation

6.1 On-going Stakeholder Engagement

6.1.1 Given the interest shown by residents and stakeholders, United Utilities will ensure information continually flows through existing channels to interested parties.

6.2 Updating Materials

6.2.1 The project webpage, **https://www.unitedutilities.com/harp** will be updated at key milestones throughout the application process and the virtual exhibition will remain in place for local people to view.

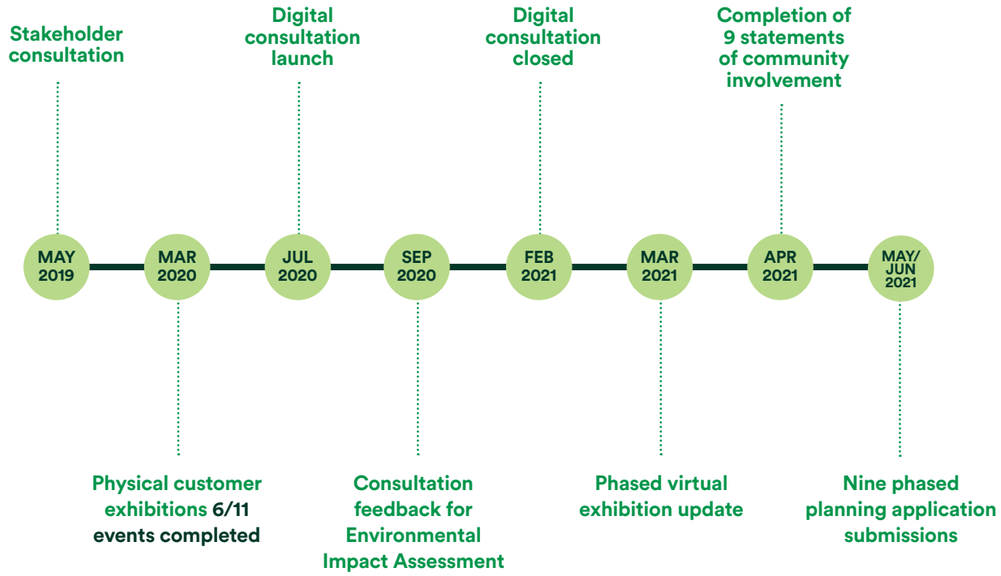
6.3 Updating the Community

6.3.1 United Utilities will update the local community and stakeholders at key stages throughout its application process for the proposed Bowland section.

7. Conclusion

7.1 This Statement of Community Involvement summarises the extensive engagement activities, consultation and feedback received during the pre-application period.

7.2 The consultation process covered in this document details the **largest consultation United Utilities has ever conducted**. The infographic below illustrates the timeline and scale of United Utilities' consultation on the HARP proposals:



7.3 United Utilities has clearly demonstrated their commitment to conduct an early and proactive programme of community engagement

a. The HARP website, dedicated email address and Freephone information line for the project will remain active throughout the application process.

b. Given the interest shown by residents and stakeholders in the proposal, United Utilities will ensure information flows through existing channels to interested parties.

7.4 United Utilities will continue to engage with stakeholders and the public to inform them about the progress of the development to seek further feedback from the community.

8. Appendices

Appendix 1 – Full-list of non-statutory consultees

Appendix 2 – Landowners' brochure

Appendix 3 – Landowners & Occupiers' Letter (Scoping Addendum)

Appendix 4 – HARP/Bowland Virtual Exhibition Homepage

Appendix 5 – Bowland Virtual Exhibition Boards

Appendix 6 – Bowland Virtual Exhibition Feedback Form

Appendix 7 – Bowland Hard-Copy Feedback Form

Appendix 8 – Bowland Hard-Copy Feedback Form Covering Letter

Appendix 9 – Bowland Project Newsletter

Appendix 10 – Virtual Exhibition Press Release

Appendix 11 – Bowland Pre-Application Submission Exhibition Boards

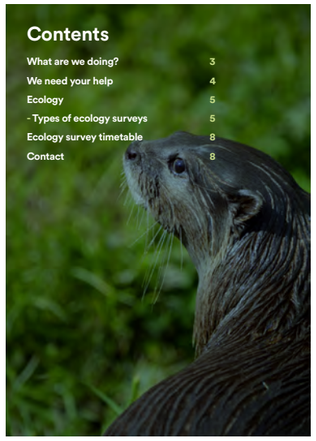
Appendix 12 – Bowland Pre-Application Submission Exhibition Newsletters

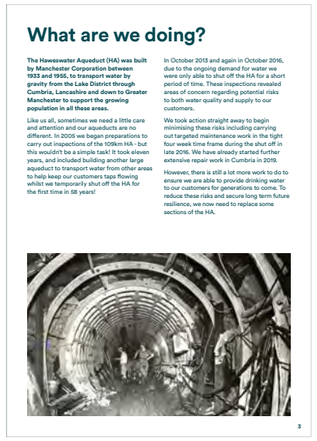
Appendix 13 – Pre-Application Submission Exhibition Press Release

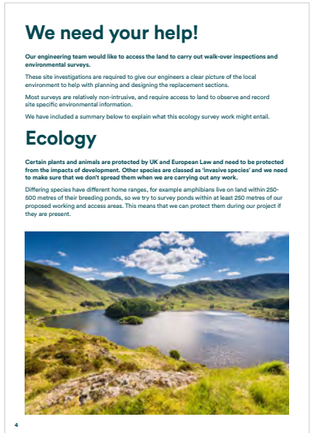
Appendix 1 - Full-list of non-statutory consultees

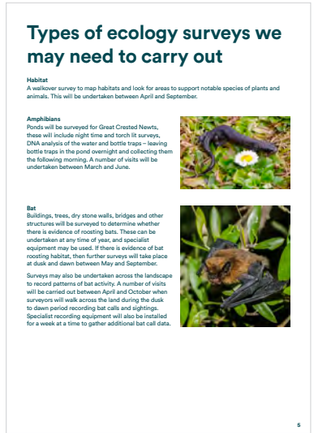
Bowland	Lancaster	Ribble Valley	Organisation	Role
✓		✓	Accrington Anglers	
✓	✓	✓	Action for Communities in Rural England	
✓	✓	✓	Angling Trust	
✓		✓	Bankfield Quarry	
✓	✓	✓	Bowland Forest Gliding Club	Bowland Forest Gliding Club
✓	✓	✓	British Equestrian	British Equestrian
✓	✓	✓	British Horse Society	NW Regional Manager
✓	✓	✓	Cadent Gas	
✓	✓	✓	Cadent Gas	Network Technician
✓	✓	✓	Cadent Gas	Senior Integrity Engineer
✓	✓	✓	Cadent Gas	Plant Protection' central
✓	✓	✓	Cadent Gas	Network Technician,
✓	✓		Cedar House School	
✓	✓	✓	CLA North	Rural Practice Surveyor
✓		✓	Clerk Laithe Lodge	
✓		✓	Clitheroe Clarion Cycling Club	
✓		✓	Clitheroe Community Hospital	
✓		✓	Clitheroe NFU	
✓		✓	Clitheroe Ramblers	Central
✓		✓	Clitheroe Ramblers	Footpath Secretary
✓	✓	✓	CPRE - Lancashire	Chair
✓	✓	✓	East lancashire Road Club	
✓	✓	✓	Electricity North West	Technical Assistant
✓	✓	✓	Electricity North West	Design Engineer
✓	✓	✓	ENWL	Connections Team
✓	✓	✓	ESPUG	
✓	✓	✓	Fellside Action Group	
✓	✓	✓	Forest of Bowland AONB Joint Advisory Committee	
✓	✓	✓	Friends of the Earth	Friends of the Earth
✓		✓	Hodder Consultative (Fishing) and Whitewell Fishing Association	Chairman
✓		✓	Slaidburn Estate	
✓	✓	✓	JSM Group	Project Manager
✓	✓	✓	JSM Group	Diversions Team
✓	✓	✓	Lancashire County Council	Senior Public Path Orders Officer
✓		✓	Lancashire Fly Fishing Association	
✓	✓	✓	Lancashire Road Club	Lancashire Road Club
✓	✓	✓	Lancashire Wildlife Trust	
✓	✓		Lancaster Cycling club	Lancaster Cycling club
✓	✓		Lancaster Ramblers - District Ramblers Association	Secretary, Lancaster Group of the Ramblers Association
✓	✓		Lancaster Ramblers - District Ramblers Association	Lancaster Ramblers
✓	✓	✓	LCC LHS Street works	Highways Authority Inspector
✓	✓	✓	Long Distance Walkers Association	Long Distance Walkers Association
✓	✓		Lune racing cycling club	Lune racing cycling club
✓	✓		Lune Rivers Trust	Lune Rivers Trust
✓	✓	✓	National Air Traffic Service	NATS
✓	✓	✓	National Trust	National Trust
✓		✓	Newton-in-Bowland Village Hall	Secretary
✓		✓	P Jepson Ecology	
✓	✓	✓	Peak & Northern Footpaths Society	Peak & Northern Footpaths Society
✓	✓	✓	Ramblers Association	Ramblers Association
✓	✓	✓	Ramblers Mid Lancashire	Secretary
✓	✓		Bentham: St John the Baptist	Reverend
✓		✓	Ribble Fisheries Consultative Assoc	Secretary of the club
✓		✓	Ribble Fisheries Consultative Assoc.	Chairman of the RFCA
✓		✓	Ribble Fisheries Consultative Association	Secretary of the Fishing club
✓		✓	Ribble Rivers Trust	
✓		✓	Ribblesdale Angling Association	Secretary of the club
✓	✓	✓	RSPB	RSPB
✓		✓	South Ribble Scouts	South Ribble Scouts
✓	✓	✓	SSE	
✓	✓	✓	UUPLC Water	Developers
✓	✓	✓	Virgin Media	Access Network Planning Engineer .
✓	✓	✓	Virgin Media	Central Team
✓		✓	Waddington and West Bradford - Reverend	
✓		✓	Waddington and West Bradford CofE Voluntary Aided Primary School	Waddington and West Bradford CofE Voluntary Aided Primary School
✓		✓	Waddington Methodist Church	Waddington Methodist Church
✓		✓	Waddington Social & Bowling Club	Secretary
✓		✓	Whitewell Fishing Club	
✓	✓		Wray Endowed Primary School,	Wray Endowed Primary School,
✓	✓		Wray Methodist Church	Wray Methodist Church

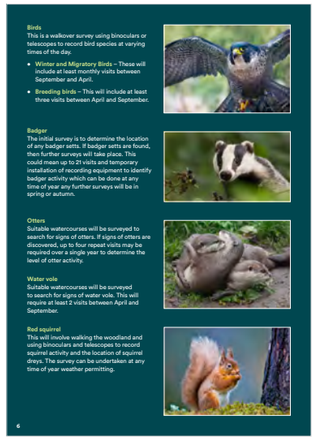
Appendix 2 - Landowners' brochure

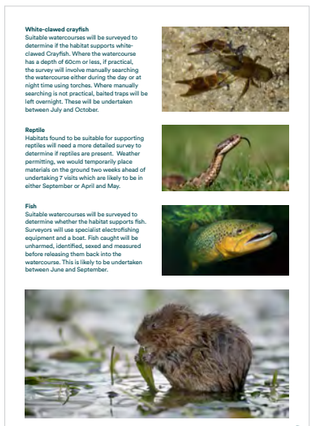


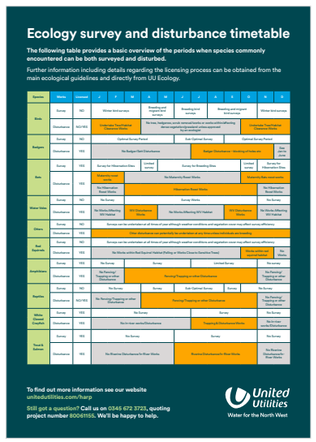












Appendix 3 - Landowners & Occupiers' Letter (Scoping Addendum)

Our Ref: U5685-0414P
Your Ref:

December 2020

Dear *landowner*

United Utilities Water Ltd – Haweswater Aqueduct Resilience Programme (HARP)

I write further to the above project, which you will hopefully be aware from previous correspondence from United Utilities and us at Bell Ingram, involves improvements to the large diameter aqueduct network across the Cumbria, Lancashire and Greater Manchester Regions.

To add a little more information to this, the improvements United Utilities are proposing are to replace sections of the existing 109km Haweswater Aqueduct which was built in the 1950's. The whole project is looking to replace 6 existing tunnels between Cumbria and Woodgate Hill Water Treatment Works (WTW) near Bury, with a total combined length in excess of 50km. Next year United Utilities will be submitting planning applications with the intention that the construction works commence from 2023. During Summer 2020, United Utilities launched a virtual exhibition at www.harpconsultation.co.uk to share information and take feedback about proposals for future work relating to the HARP.

For Tunnel 3 which effectively runs from Helks Brow to Bowland, the proposed replacement tunnel (known as the Bowland Section) will be constructed between two main construction areas located at Helks Brow and Newton in Bowland respectively, where the new tunnel will also connect into the existing aqueduct. The tunnels themselves are proposed to be constructed using a Tunnel Boring Machine working at depths generally between 70 metres and 200 metres below ground level, although this will be shallower close to the shaft locations themselves.

Informed by the results obtained from the ongoing ground investigation works United Utilities have been developing their plans for the route of the tunnel between the three sites. A corridor within which to route the new tunnel has been identified by the project team which seeks to pass predominantly beneath open land to avoid, where possible, passing under existing buildings and structures. This corridor currently includes land under your ownership. In the coming months as there is more certainty in this route corridor the team at United Utilities and us at Bell Ingram will be back in touch with you if it is expected to have implications for your land.

Ongoing activity during Coronavirus measures

The Government has officially designated water and sewerage workers as 'key workers' in a critical public service.

Those working on behalf of United Utilities are closely following all the Government and Public Health England guidelines and advice so what we do and how we do it protects our people and the wider community to ensure we're keeping everyone as safe as possible. This includes putting into place social distancing between teams working together as far as possible, encouraging customers in the street to do the same with our workforce and limiting, as much as we can, any direct contact with customers in their homes.

If you have any questions about the continuation of work or how it may impact on you or your land, please raise this through the contact details contained in this letter. United Utilities also have information on their website at https://www.unitedutilities.com/Coronavirus-update/.

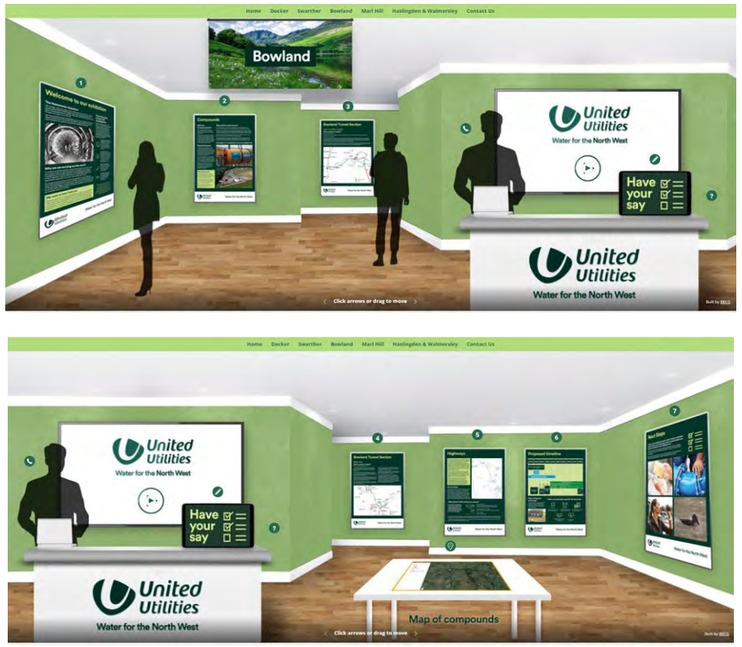
Although further information will be forthcoming in relation to the finalised route of the tunnel, should you wish to discuss anything further now or have any questions, please do not hesitate to contact me on [redacted] or via email on [redacted] to discuss this further.

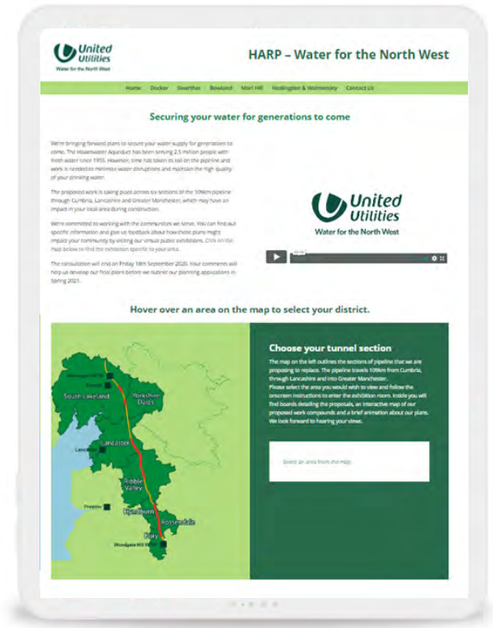
Yours sincerely,

[redacted] MRICS
Partner
RICS Registered Valuer

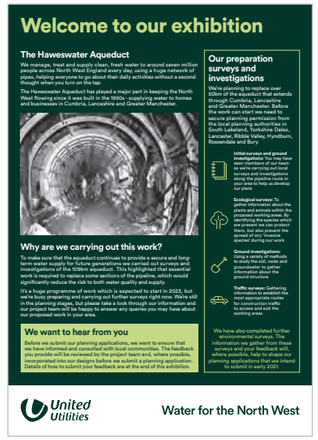
Telephone: [redacted]
Email: [redacted]

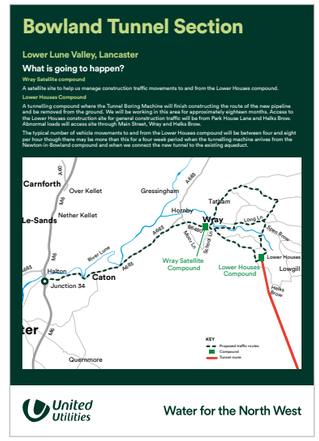
Appendix 4 - HARP/Bowland Virtual Exhibition Homepages

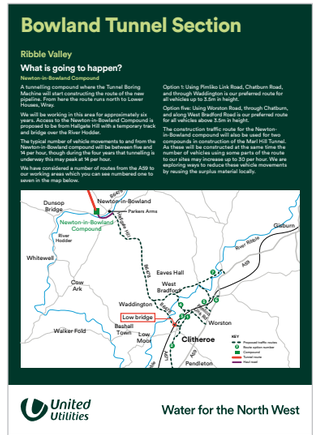


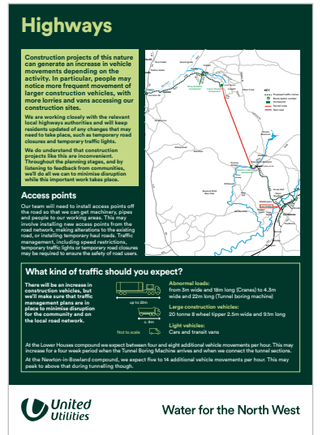


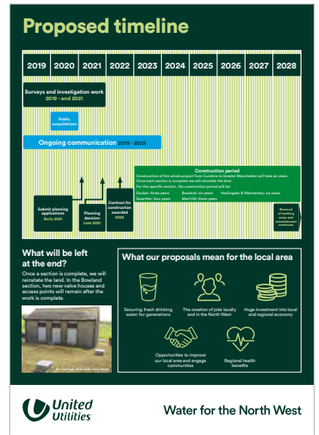
Appendix 5 - Bowland Virtual Exhibition Boards



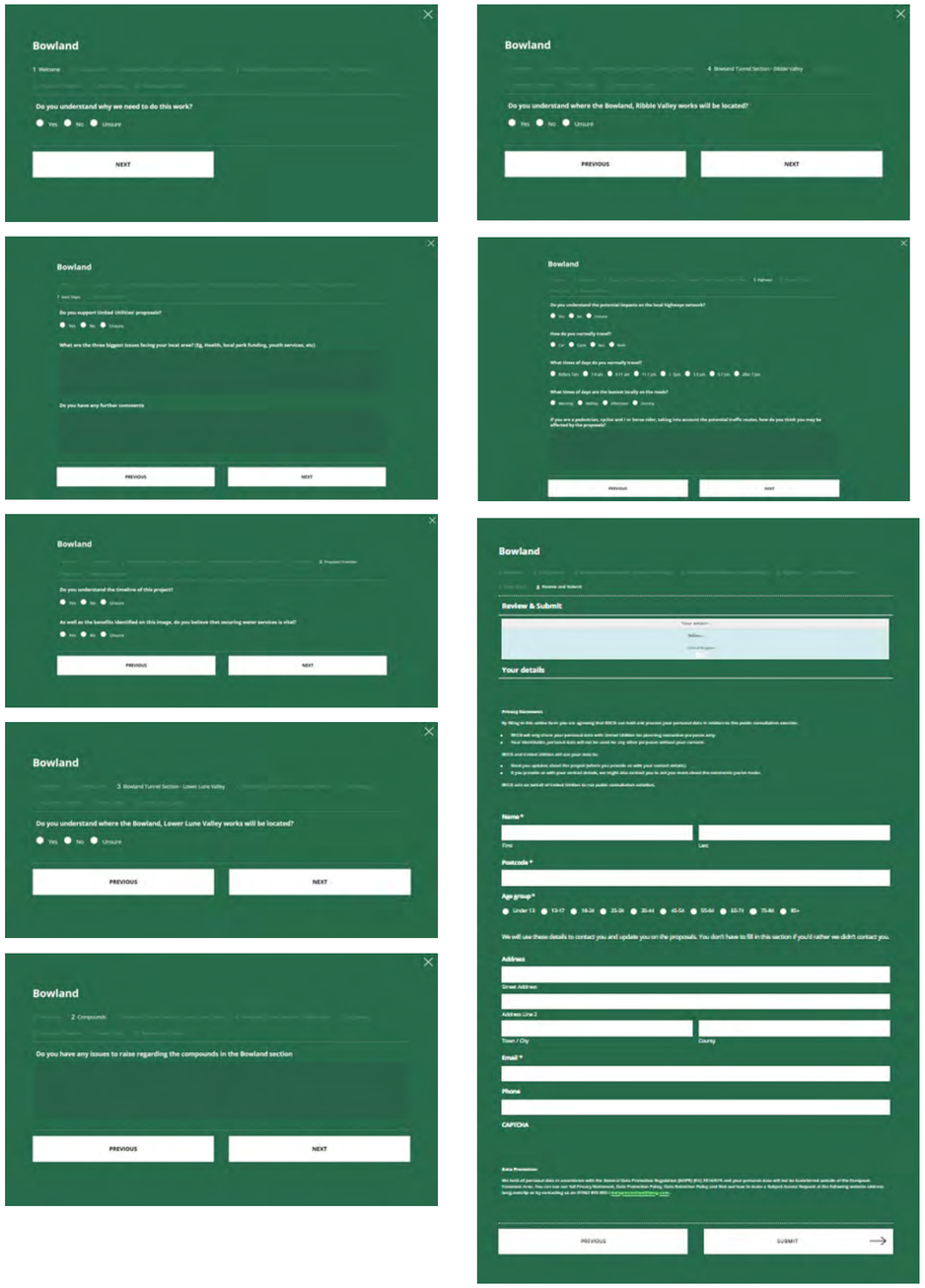




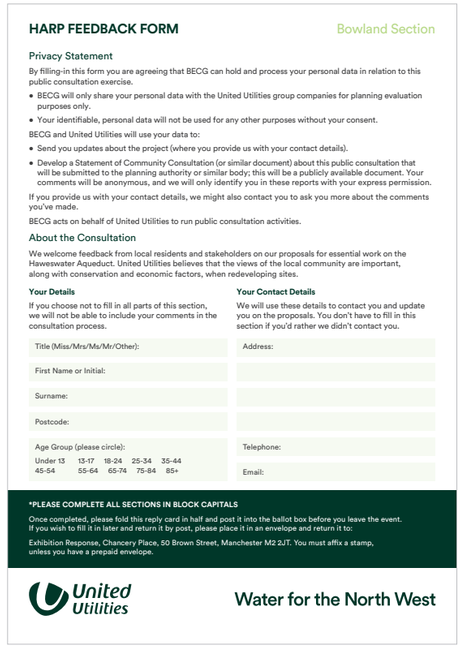




Appendix 6 – Bowland Virtual Exhibition Feedback Form



Appendix 7 – Bowland Hard-Copy Feedback Form


HARP FEEDBACK FORM

Bowland Section

Privacy Statement

By filling-in this form you are agreeing that BECG can hold and process your personal data in relation to this public consultation exercise.

- BECG will only share your personal data with the United Utilities group companies for planning evaluation purposes only.
- Your identifiable, personal data will not be used for any other purposes without your consent.

BECG and United Utilities will use your data to:

- Send you updates about the project (where you provide us with your contact details).
- Develop a Statement of Community Consultation (or similar document) about this public consultation that will be submitted to the planning authority or similar body; this will be a publicly available document. Your comments will be anonymous, and we will only identify you in these reports with your express permission.

If you provide us with your contact details, we might also contact you to ask you more about the comments you've made.

BECG acts on behalf of United Utilities to run public consultation activities.

About the Consultation

We welcome feedback from local residents and stakeholders on our proposals for essential work on the Haweswater Aqueduct. United Utilities believes that the views of the local community are important, along with conservation and economic factors, when redeveloping sites.

Your Details

If you choose not to fill in all parts of this section, we will not be able to include your comments in the consultation process.

Title (Miss/Mrs/Ms/Mr/Other):

First Name or Initial:

Surname:

Postcode:

Age Group (please circle):
Under 13 13-17 18-24 25-34 35-44
45-54 55-64 65-74 75-84 85+

Your Contact Details

We will use these details to contact you and update you on the proposals. You don't have to fill in this section if you'd rather we didn't contact you.

Address:

Telephone:

Email:

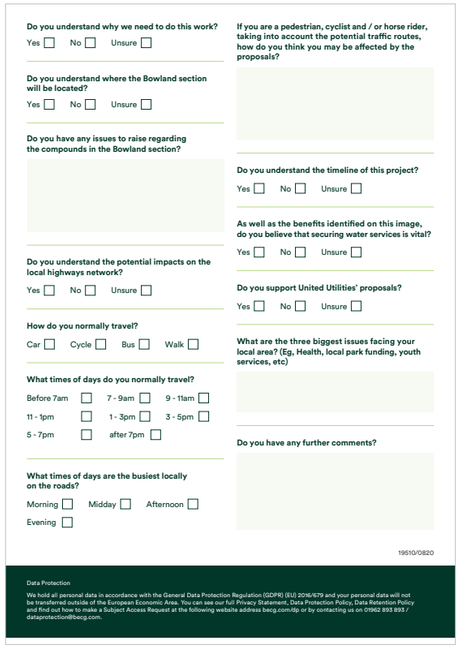
*PLEASE COMPLETE ALL SECTIONS IN BLOCK CAPITALS

Once completed, please fold this reply card in half and post it into the ballot box before you leave the event. If you wish to fill it in later and return it by post, please place it in an envelope and return it to:

Exhibition Response, Chancery Place, 50 Brown Street, Manchester M2 2JT. You must affix a stamp, unless you have a prepaid envelope.

United Utilities

Water for the North West


Do you understand why we need to do this work?
Yes ☐ No ☐ Unsure ☐

Do you understand where the Bowland section will be located?
Yes ☐ No ☐ Unsure ☐

Do you have any issues to raise regarding the compounds in the Bowland section?

Do you understand the potential impacts on the local highways network?
Yes ☐ No ☐ Unsure ☐

How do you normally travel?
Car ☐ Cycle ☐ Bus ☐ Walk ☐

What times of days do you normally travel?
Before 7am ☐ 7 - 9am ☐ 9 - 11am ☐
11 - 1pm ☐ 1 - 3pm ☐ 3 - 5pm ☐
5 - 7pm ☐ after 7pm ☐

What times of days are the busiest locally on the roads?
Morning ☐ Midday ☐ Afternoon ☐
Evening ☐

If you are a pedestrian, cyclist and / or horse rider, taking into account the potential traffic routes, how do you think you may be affected by the proposals?

Do you understand the timeline of this project?
Yes ☐ No ☐ Unsure ☐

As well as the benefits identified on this image, do you believe that securing water services is vital?
Yes ☐ No ☐ Unsure ☐

Do you support United Utilities' proposals?
Yes ☐ No ☐ Unsure ☐

What are the three biggest issues facing your local area? (Eg, Health, local park funding, youth services, etc)

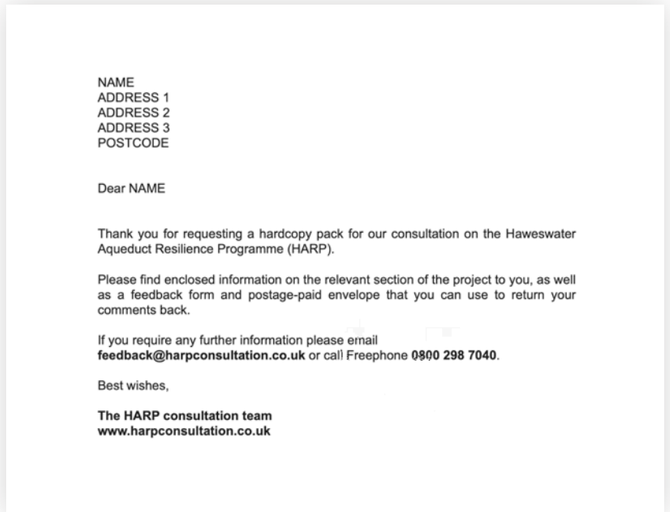
Do you have any further comments?

19510/0820

Data Protection

We hold all personal data in accordance with the General Data Protection Regulation (GDPR) (EU) 2016/679 and your personal data will not be transferred outside of the European Economic Area. You can see our full Privacy Statement, Data Protection Policy, Data Retention Policy and find out how to make a Subject Access Request at the following website address becg.com/dp or by contacting us on 01962 893 893 / dataprotection@becg.com.

Appendix 8 – Bowland Hard-Copy Feedback Form Covering Letter


NAME
ADDRESS 1
ADDRESS 2
ADDRESS 3
POSTCODE

Dear NAME

Thank you for requesting a hardcopy pack for our consultation on the Haweswater Aqueduct Resilience Programme (HARP).

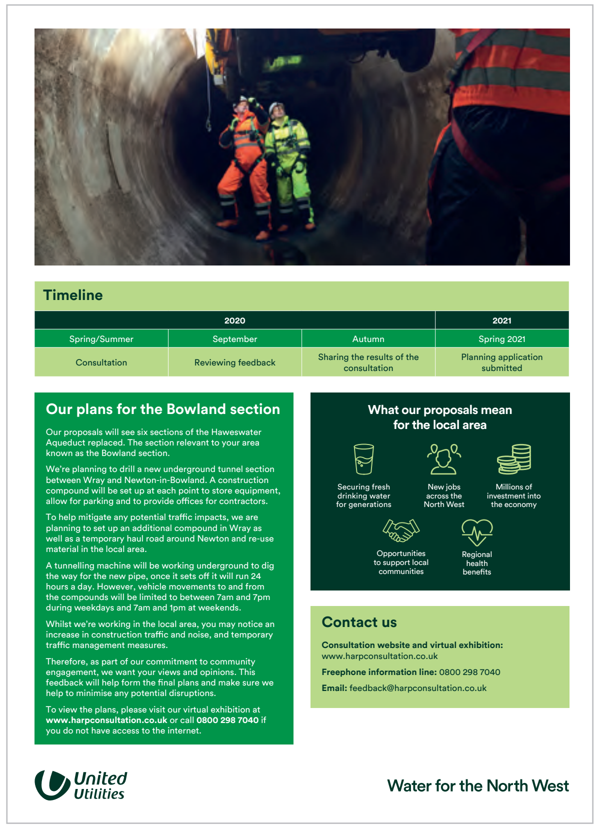
Please find enclosed information on the relevant section of the project to you, as well as a feedback form and postage-paid envelope that you can use to return your comments back.

If you require any further information please email **feedback@harpconsultation.co.uk** or call Freephone **0800 298 7040**.

Best wishes,

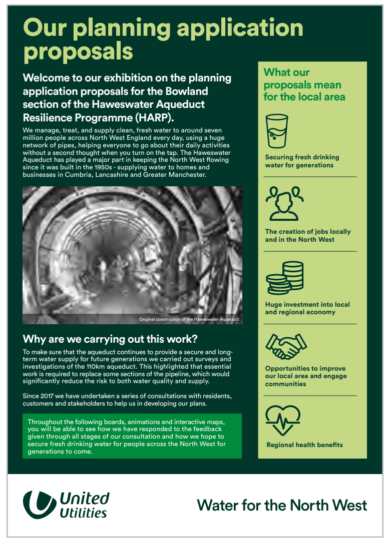
The HARP consultation team
www.harpconsultation.co.uk

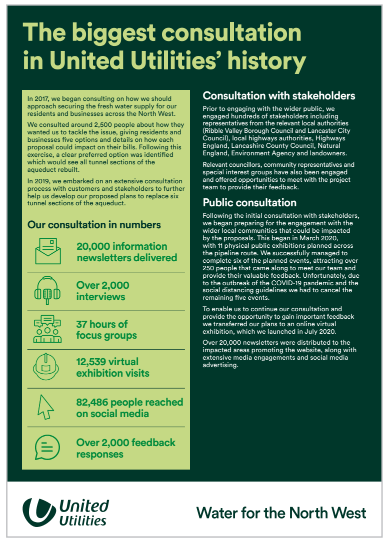
Appendix 9 – Bowland Project Newsletter

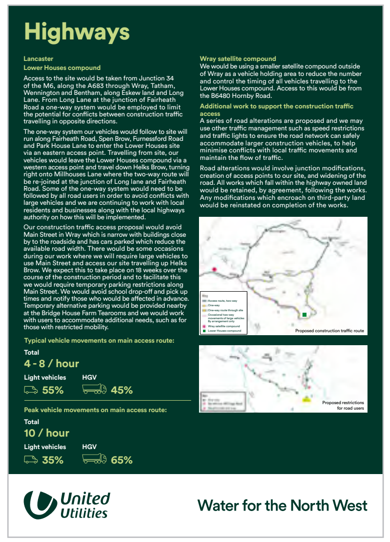


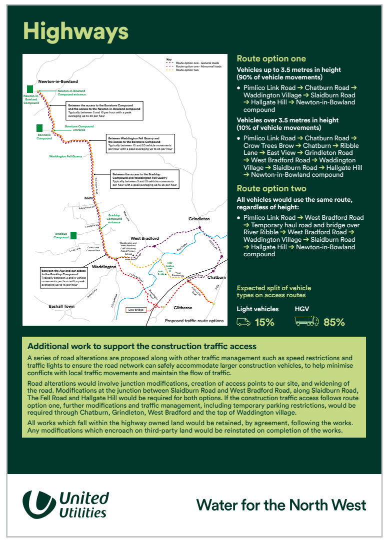
Appendix 10 – Virtual Exhibition Press Release

Appendix 11 – Bowland Pre-Application Submission Exhibition Boards









Appendix 12 - Bowland Pre-Application Submission Exhibition Newsletters

Haweswater Aqueduct Resilience Programme (HARP)
Securing your water for generations to come

We're bringing forward plans to secure your water supply for the generations to come.

We're responsible for water and wastewater services in the North West of England. Our purpose is to provide great water and more for the region.

The Haweswater Aqueduct has been serving people and businesses across Cumbria, Lancashire and Greater Manchester with fresh water since 1955.

However, time has taken its toll on the pipeline and work is needed to minimise the risk of water disruptions and maintain the high quality of your drinking water.

The proposed work is taking place across six sections of the 110km pipeline which may have an impact in your local area during construction.

THANK YOU!

We have been busy consulting with communities, customers, businesses and stakeholders to help develop our proposed plans. Thousands of people have had their say, helping us to deliver one of the biggest consultation exercises we have ever undertaken.

Over 12,000 people visited either our physical or online exhibitions providing us with over 2,000 responses. Your input has been invaluable and where possible we have used your feedback to develop a scheme that will help secure vital water services for generations to come.

We have refreshed our online virtual exhibition to help us share the latest proposed plans with you before we submit planning applications to Lancaster City Council and Ribble Valley Borough Council in June 2021.

You can view the proposed plans at **www.harpconsultation.co.uk**
If you would like to request a hard copy of our plans, you can do so by giving us a call on **0800 298 7040.**

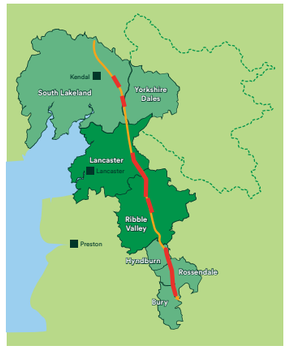
United Utilities — Water for the North West

Our plans for the Bowland section

Our full proposals will see six sections of the Haweswater Aqueduct replaced. The proposed replacement section relevant to your area is known as the Bowland section.

This section will stretch between Lancaster and the Ribble Valley, beneath the Forest of Bowland. To complete the work temporary construction sites will be opened. We recognise that major construction work like this can cause temporary disruption, our team have been working hard to do all we can to minimise the impacts of this essential work.

Our refreshed virtual exhibition site includes details of each working area, an interactive map, so you can see exactly where we will be working and a 'Frequently Asked Questions' document to help answer your queries.



What our proposals mean for the local area

- Securing fresh drinking water for generations
- The creation of jobs locally and in the North West
- Huge investment into local and regional economy
- Opportunities to improve our local area and engage communities
- Regional health benefits

Join our live Webinar to hear more about the plans

Join our team of planners, engineers and specialists as they talk through the final plans for the Bowland section. They will discuss how the plans were drafted, how local feedback was incorporated into the designs and what happens next in this process.

The webinar will be taking place at **6pm** on **Thursday 3rd June 2021.**
To register for the Bowland webinar, go to **www.harpconsultation.co.uk** and click the registration button on the homepage.

Contact us

Consultation website and virtual exhibition: www.harpconsultation.co.uk
Freephone information line: 0800 298 7040
Email: feedback@harpconsultation.co.uk
If you would like a hard copy of the exhibition boards, please contact us on the above details.

United Utilities — Water for the North West

Appendix 13 - Pre-Application Submission Exhibition Press Release

We use cookies on our website. By continuing to browse our website, you are agreeing to our cookies. Find out more about our cookies | Close

United Utilities — Water for the North West

About us | Investors | Responsibility | Careers | Newsroom | Search

Corporate | Newsroom | Latest news | Plans for North section of region's biggest plumbing project posted online

Plans for North section of region's biggest plumbing project posted online

17 May 2021
Customers in South Lakeland can now check out the final plans for a new section of the Haweswater Aqueduct that United Utilities will be laying in their area as part of the region's biggest ever plumbing job.

The water firm is refurbishing the giant Haweswater Aqueduct which has been bringing drinking water from Cumbria, through Lancashire and into Greater Manchester since 1955. Time has taken its toll on the pipeline and work is needed to minimise water disruptions and maintain water quality. The Haweswater Aqueduct Resilience Programme (HARP) proposes replacing six sections of the 110km pipeline.

After its innovative virtual public exhibition, launched due to Covid restrictions, United Utilities is now publishing its planning application proposals online showing plans for the two new proposed tunnel sections, which will run through South Lakeland to the East of Kendal.

Over 12,000 people took part in last years' face to face public exhibitions or visited the virtual site to check out proposals with 2,000 people taking the opportunity to have their say about the plans.

The final proposals for this section of the pipeline will see planning applications submitted to South Lakeland District Council and Yorkshire Dales National Park Authority in June 2021 and can be viewed at www.harpconsultation.co.uk

The online plans follow the same format as the virtual exhibition site and show details of each working area. They also include an interactive map and a 'Frequently Asked Questions' document.

Stakeholder manager, Jemma Parkinson, commented: "We want to say a big thank you to everyone who took part in our consultation process and especially to all those that sent us their views and comments.

"We have been busy consulting with communities, customers, businesses and stakeholders to help develop this programme.

"Thousands of people have had their say, helping us to deliver one of the biggest consultation exercises we have ever undertaken.

"Their input has assisted in the creation of the final programme of works which will secure vital water services for generations to come," she added.

United Utilities is also planning to hold a live Webinar at 6pm on 27th May so customers can hear more about the plans. The Webinar will be hosted by the projects' planners, engineers and specialists as they talk through the proposed South Lakeland pipelines. Customers interested in joining the Webinar can register for the event by visiting www.harpconsultation.co.uk

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