

# Calderdale Flood Risk Reduction Programme

ARUP

## Customer Charter – Our commitment to you

Working in partnership with Calderdale Council and our delivery partners ARUP and BAM Nuttall – the Environment Agency are committed to working together with the communities of Calderdale throughout the design and construction of a programme of flood alleviation projects across the valley.

### TRANSPARENCY

- We will be open and honest.
- We will consult with local communities on project proposals, when appropriate.
- We will provide opportunities to meet with us before submitting planning applications to discuss our design and construction plans.
- We will listen to and value everyone's feedback and ideas.

### INCLUSIVITY

- We will work hard to include all members of the community in our consulting and communication activities
- We will establish Stakeholder Groups to represent and work in partnership with all areas of the community.
- We will make our published information available to everyone.
- We will work in partnership with local schools and community groups where appropriate.

### COMMUNICATION

- We will keep you informed as our projects progress.
- We will publish up-to-date information about our work on [www.eyeoncalderdale.com](http://www.eyeoncalderdale.com).
- We will issue letters and newsletters about our work.
- We will provide a dedicated email address to contact project teams.
- We will use community social media platforms to communicate messages.
- We will display notices nearby construction sites to explain our work.
- We will respond to complaints and enquiries as quickly as possible.

### ACCESSIBILITY

- We will maintain an onsite presence for customer queries where possible.
- We will share information with you as construction progresses on projects.
- We will hold drop-in events throughout construction for larger projects.
- We will always be approachable and respond to concerns and questions.
- We will make contact details for the project team available.
- We will accept constructive challenges with an open mind.

### WE ASK YOU TO...

- Provide us with accurate and up-to-date information about flooding in your area.
- Provide us with feedback about the way we engage with you.
- Provide us with information, contacts and updates from your community.
- Treat us as you would like to be treated.

