
Director of Engineering Memorandum
DEM 175/18
DEM TITLE: Environmental Communication & Quality Management
Strategy for Major Works Schemes

Author :	Russell Moore
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Level 1 (Title/ Key Words) :	Communication and Quality Management Systems (QMS) for Companies and Consultants working on environmental assessments on behalf of DfI on Major Works Schemes
Level 2 : (Directorate/Owner):	Engineering
Level 3: (RSHQ or HoBU Managed Function):	Strategic Road Improvements
Level 4 : (Work Areas)	Design, Contract Management, Major Works

Purpose

This memorandum identifies the quality management procedures regarding consultation to be followed by the SRI project teams and companies / consultants employed by the Department for Infrastructure (DfI) on environmental assessments for all Major Works schemes. Major Works schemes are defined in the document Major road improvements - inception to construction RSPPG E030.

The DEM should be read by staff in DfI Roads particularly those in Strategic Road Improvements, DfI HQ Lands, Consultancy Services and companies and consultants working on behalf of DfI Roads.

Scope

This memorandum shall be used to ensure a standard approach to the communication and quality management system for environmental aspects on Major Works schemes.

Background

1. An independent review of the process for completing environmental aspects of work on major road schemes highlighted a number of shortcomings in relation to quality management and communication. This resulted in corrective actions being identified for use in future schemes.

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2. This memorandum formalises the actions recommended with regard to quality management procedures into DfI Roads policy.

Policy

Quality Management Systems (QMS) on Major Works Schemes

All Major Works schemes must comply with the following communication and QMS management checks;

- **Preliminary Stakeholder Discussions** – Divisional SRI project teams must ensure discussions take place with key stakeholders during the development of the Environmental Impact Assessments and Habitats Regulations Assessments. Key stakeholders are to be engaged as early as possible in the process to contribute to scheme design and delivery of major road schemes.
- **Consultation Action Plan** - Divisional SRI project teams must implement a 'Consultation Action Plan' at Project Inception. This will take the form of a spreadsheet agreed with the specific scheme consultant and is to be kept as a 'live' document shared between SRI project teams and the consultant.
- **Consultation Register** - SRI project teams will ensure consultants prepare a summary register within their QMS of all scheme correspondence between DfI and stakeholder communications. An electronic spreadsheet is to be agreed between the SRI project team and the consultant and shared with DfI, potentially on the scheme website.
- **Response Log** - SRI project teams will ensure consultants record responses from all key stakeholders. Where no response has been received from a key stakeholder after multiple attempts, a recorded letter must be sent advising that no comment has been received and it is assumed that the stakeholder has no comment on the issue. The recorded letter should be copied to the head of the organisation for information.

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- **Delivery Strategy** – Divisional SRI Project Teams should outline the project's delivery strategy to key stakeholders at the start of the consultation period. This would ensure all parties understand the key milestones for the project, e.g. detail design stage, and when their inputs are likely to be required. This is to be agreed with SRI HQ.
- **Public Inquiry Guidance** – Consultants and stakeholders must be made aware of the Roads policy and procedure guide: Public inquiries - Land acquisition and traffic management RSPPG S027. Divisional SRI project teams must endeavour to address the concerns of all stakeholders in full before any Public Inquiry.
- **Non-Technical Summary** - Consultants QMS procedures must include a 'tick box' to demonstrate that their work and Non-technical summary has been checked and that the Non-technical summary complies with Article 67(6) (e) of the Roads (NI) Order.

Equality

No Section 75 equality issues arise from the introduction of this Memorandum as it addresses procedural matters covering how the department's consultants manage communication and quality management systems.

P.B. Doherty

Director of Engineering

All enquiries or comments to: Russell Moore
SRI HQ
Room 2-41
Clarence Court
10-18 Adelaide Street,
Belfast.
BT2 8GB

Tel: 028 9054 0027