

HIGH ROAD WEST Whitehall Mews

Business and Community Liaison Construction Group

1. Introduction

- 1.1 This Business and Community Liaison Construction Group Terms or Reference is intended to provide sufficient information to discharge Condition 88 associated with the hybrid planning application (planning reference HGY/2021/3175) for Plot A of the High Road West development (hereafter referred to as 'the Development'). That condition states the following:

Condition 88. Business and Community Liaison Construction Group

a) For the duration of the demolition and construction works the developer and its contractors shall establish and maintain a Liaison Group having the purpose of:

- i. informing local residents and businesses of the design and development proposals;*
- ii. informing local residents and businesses of progress of preconstruction and construction activities;*
- iii. considering methods of working such as hours and site traffic;*
- iv. providing local residents and businesses with an initial contact for information relating to the development and for comments or complaints regarding the development with the view of resolving any concerns that might arise;*
- v. providing advanced notice of exceptional works or deliveries; and*
- vi. providing telephone contacts for resident's advice and concerns. The terms of reference for the Liaison Group, including frequency of meetings, shall be submitted to and approved in writing by the Local Planning Authority prior to commencement of the development. The development shall thereafter be carried out in accordance with the approved details.*

REASON: In order to ensure satisfactory communication with residents, businesses and local stakeholders throughout the construction of the development.

2. Purpose Business and Community Liaison Construction Group

- 2.1 A Business and Community Liaison Construction Group (hereafter referred to as 'the Group') will ensure we are maximising opportunities for communication with residents, businesses and local stakeholders throughout the construction of the development.
- 2.2 As High Road West (HRW) initiates implementation of the first works on site, Plot A it is committed to ongoing and meaningful dialogue with residents, businesses and stakeholders regarding issues related to construction progress and activities.
- 2.3 The Group will provide a communication stream and help facilitate a relationship between residents, stakeholders and the project team (Lendlease, the Contractor and the London Borough of Haringey) with respect to construction issues.
- 2.4 The Group exists to keep the community up to date on the construction process and timelines. It will provide clear information on where any disruption may exist ahead of time. The Group also exists to discuss any issue which arises from construction works having effect on the environment and local people living or working nearby, so that these can be responded to and resolved where possible.

2.5 The Group will be proactive, not just reactive, and will endeavour to foresee any impacts resulting from the operation of works on the local community and seek to minimise these as far as possible, taking feedback from the community on board.

2.6 The Group will inform its participants of the various stages and elements of the HRW development. Participants will become knowledgeable about specific plots and the wider masterplan. The design team and contractors for each plot will become knowledgeable about local issues and develop a better understanding of how the local community feels in relation to the development and how this might affect/contribute to the local community.

The Group will exist to:

- I. inform and engage local residents and businesses of the design and development proposals;
- II. inform local residents and businesses of progress of preconstruction and construction activities;
- III. consider methods of working such as methods of delivery and site traffic;
- IV. provide local residents and businesses with an initial contact for information relating to the development and for comments or complaints regarding the development with the view of resolving any concerns that might arise;
- V. provide advanced notice of exceptional works or deliveries; and
- VI. provide accessible contact details for any community queries, compliments or concerns.

3. Business and Community Liaison Construction Group Responsibilities

3.1 The Group will provide a forum for discussion of issues and concerns of the local community with respect to the construction of the HRW development.

3.2 The Group will serve as a communication stream to local stakeholders. Discussions are intended to keep community members informed of project progress and co-design involvement opportunities. The Group will acknowledge and seek input into minimizing and/or mitigating construction impacts on the local community including:

- i. Noise during construction;
- ii. Dust and construction debris;
- iii. Security and lighting;
- iv. Parking, traffic and pedestrian concerns;
- v. Truck routes and equipment storage during construction;
- vi. Any other issues raised by participants in relation to construction activities.

3.3 At each meeting the project team will share information and engage in discussions about construction work at HRW.

4. Business and Community Liaison Construction Group Principles

4.1 Members of the Group will:

- i. Work collaboratively to develop solutions for identified issues;
- ii. Work in an open and honest manner with respect for each other and members of the broader project team;
- iii. Understand that it is necessary to listen to and negotiate different points of view and perspectives and make compromises accordingly; and

- iv. Respect each other's opinions and consider views of each member to be of equal importance.

5. Business and Community Liaison Construction Group Structure and Membership

- 5.1 The Group's membership will be made up of from the local community, to include elected representatives, residents/community groups, businesses and other organisations with an interest in the HRW development. The community will be invited to apply to join the group, spots will be allocated by the project team to ensure there is a mixed group representative of the local area.
- 5.2 In addition, stakeholders with a specific subject matter expertise or interest may be identified and invited to attend where meetings are planned to discuss relevant topics of interest.
- 5.3 The Group will be managed by a forum manager, from Lendlease. The forum manager will oversee the topics and priorities that come forward for each meeting agenda. Additional topics can be proposed by the group.
- 5.4 It is the responsibility of the Contactor's resident liaison officer to bring forward items to the forum manager ahead of each meeting to ensure that the appropriate community members and stakeholders are invited, and that meetings are sufficient in length. Communication about upcoming meetings are to be issued no later than a week in advance of the meeting date.
- 5.5 Haringey Council will confirm the Residents and businesses within an immediate radius of Plot A boundary to receive communications in relation to relevant Group meetings. Bruce Castle Ward Councillors and those Council Officers from supporting departments will also be invited to attend.
- 5.6 Before the agenda is agreed for each Group meeting each construction liaison officer will share an anticipated list of interested stakeholders to be approved by the forum manager
- 5.7 In an attempt to reduce waste the construction and project team should agree with participants if email, social media, website and notice board communications could be sufficient. Specific arrangements will be put in place where necessary i.e. phone or written communications for those without internet access.

6. Meeting Frequency

- 6.1 The Group will meet on a regular basis. The forum manager shall decide with participants when next to meet. As a minimum the group must meet quarterly and the first meeting shall be no later than one month after construction has begun.

7. Business and Community Liaison Construction Group Operation

- 7.1 Group meetings will be facilitated by forum manager from Lendlease.

- 7.2 Lendlease will plan the way that the meetings are delivered, and will create an agenda for each meeting. Each meeting will include an opportunity for participants to raise queries or topics of particular interest. The agenda shall consistently as minimum cover:
- i. Approval of the minutes of the previous meeting;
 - ii. A brief presentation by the contractor on recent and forthcoming events;
 - iii. Discussion.
- 7.3 The forum manager will be responsible for arranging meetings, including timings and venues (or online arrangements should these be required).
- 7.4 Agendas and minutes will be circulated in advance and after each meeting to attendees who share their contact details. Minutes and agendas will also be shared on the project website where possible. Minutes will be circulated within 4 weeks of the date of a group meeting.
- 7.5 Participants may submit comments and questions to be raised during the meeting by contacting Lendlease via the HRW enquiries email address or through the resident liaison officer for the plot.