

Chapter 5: Enabling Works and Construction

INTRODUCTION

- 5.1** This ES chapter describes the proposed programme of the enabling and construction works, specifically the key activities that will be undertaken prior to the completion and operation of the Proposed Development. The purpose of which is to identify and assess the potential enabling and construction works related environmental impacts and resultant environmental effects of the Proposed Development. The assessment of these impacts and effects is reported within each technical topic chapter of this ES, where relevant (**ES Volume 1, Chapters 6-9** and **ES Volume 2: Townscape and Visual Impact Assessment**).
- 5.2** Planning for construction is broad at this stage in the planning process and will be subject to modification during the detailed planning of these works, particularly following appointment of a Principal Contractor(s) and throughout preparation of various Construction Method Statements (CMS) and supporting management plans. The information presented within this ES chapter is therefore based on reasonable assumptions made by the Applicant and the wider planning and design teams, specifically on projects which have involved consideration and management of complex issues such as working near to existing commercial property, and in close proximity to busy main roads. The information presented within this ES chapter is therefore suited to this stage of planning. It is also considered robust for the purposes of the EIA in defining a reasonable worst-case scenario for the purposes of assessment of construction related effects, and any non-material changes to the timings of works are not considered likely to affect the findings and conclusions of the technical assessments. This ES Chapter is not provided as a detailed construction method statement and instead, has been prepared at this stage in the planning process to allow a meaningful assessment of the enabling and construction related impacts and resultant effects of the project within the ES.
- 5.3** Various environmental management controls will form the basis of a detailed Construction Environmental Management Plan (CEMP) that will be implemented over the duration of construction works to be secured by an appropriately worded planning condition. A Construction Logistics Plan (CLP), Site Waste Management Plan (SWMP) and an Outline Construction Environmental Management Plan (OCEMP) have been prepared and submitted in support of this planning application. Construction related management, mitigation and monitoring measures on a topic-by-topic basis are described within the relevant chapters of this ES, as well as summarised in **ES Volume 1, Chapter 12: Environmental Management, Mitigation and Monitoring Schedule**.
- 5.4** The detailed CEMP will define, amongst other things, the hours of operation, dust control measures and vehicle emission control. In addition to the environmental management measures and procedures (such as noise control, protection of ecology and water reserves), consideration shall also be given to construction materials quantities and best practice environmental standards for construction sites.
- 5.5** It is intended that the detailed CEMP (and other plans, as relevant) will be 'live' working documents, and that the Principal Contractor's appointed representative will update the document accordingly with any amended construction environmental management measures as the scheme progresses.
- 5.6** The site will be registered with the UK's Considerate Constructors Scheme.

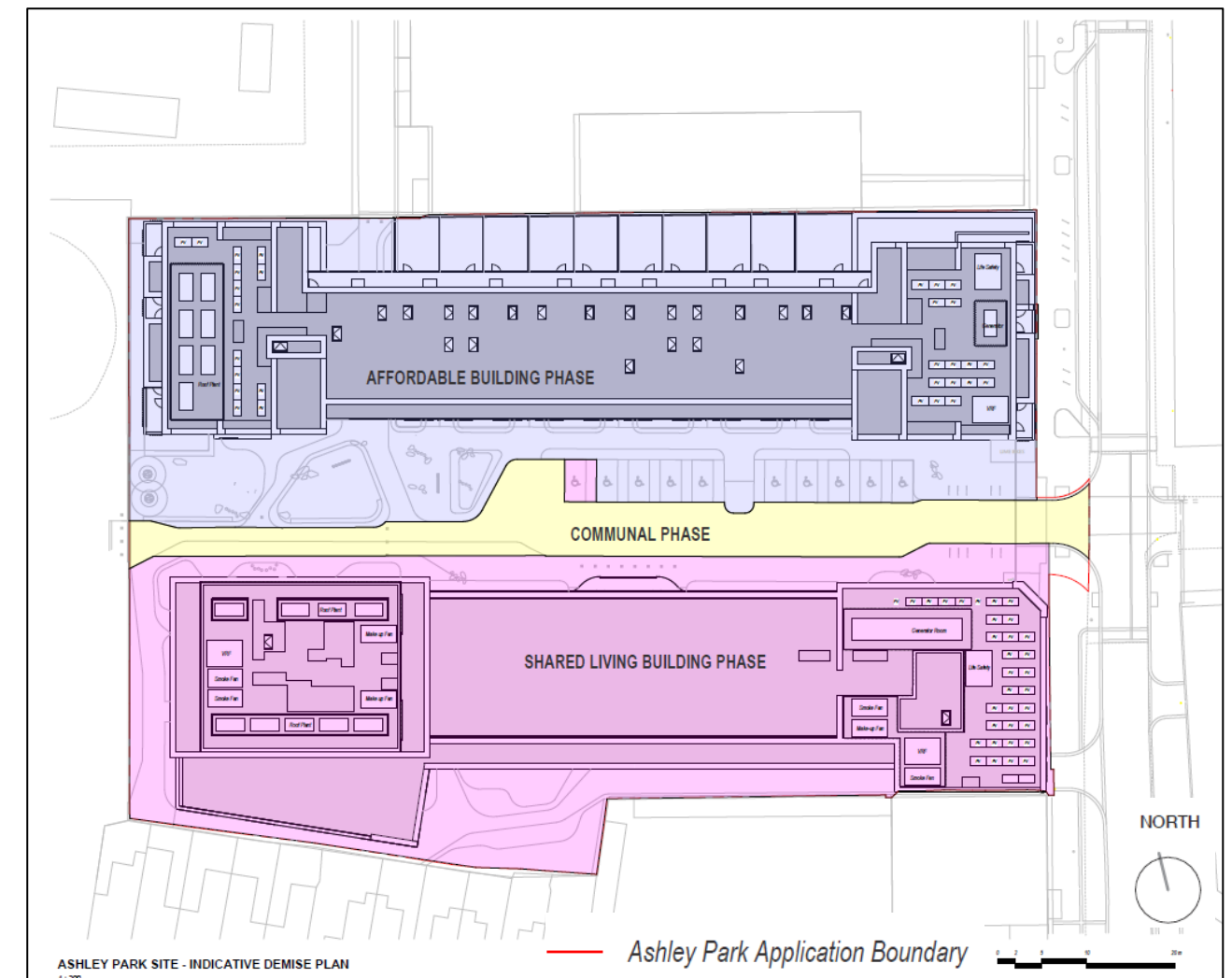
Anticipated Works and Programme

Summary of Anticipated Works

- 5.7** The anticipated works are summarised as:
- Substructure and superstructure, envelope and fit out work to the shared living building (Block A) & affordable residential building (Block B), the possible sequence of development for which is as follows:
 - Block B; and
 - Block A;
 - Public realm works to be delivered sequentially.

- 5.8** The Proposed Development will be delivered over the course of a continuous construction programme, sequenced to reflect completion and occupation of individual blocks. Although the works proposed on-site are anticipated to be a sequenced delivery of individual blocks and central public realm and servicing area, the indicative construction programme has considered that the majority of works on site will be undertaken simultaneously, with the Block B being the first of the buildings completed and operational, as per the indicative construction programme outlined below.
- 5.9** During the construction of the Proposed Development, the Ashley Link (new proposed central public realm between the two blocks) between both blocks will be used for the vehicle loading, unloading and for the storage of building materials – the Tower Crane will be positioned centrally within the Link in order to serve both blocks – with a new hoarding constructed at the completion of Block B – so that portion of the works can be handed over. The indicative phasing plan for the Proposed Development is set out as Figure 5.1 below.

Figure 5.1 Indicative Phasing Plan



Programme of Works

- 5.10** The current expectation is that the enabling and construction works would take approximately 29 months (two years and five months).
- 5.11** Table 5.1 and Table 5.2 show the indicative enabling and construction works programme. The programme has been defined solely for the purposes of the EIA, specifically, the assessment of the likely significant effects of the Proposed Development over the build programme and on completion and operation and for no other purposes.

5.12 The indicative enabling and construction works programme has been produced by an experienced construction manager and is representative of a programme that is reasonable and achievable, based upon the information available at the time of preparing this ES. The programme presents the likely sequence of activities and is based on reasonable assumptions in terms of the sequencing of works and site logistics. It is considered robust for the purposes of the EIA, in defining a reasonable worst-case scenario for the purposes of assessment.

Table 5.1 Indicative Construction Timetable (Block B)

Construction Task / Activity	Duration	Start Date (Year and Quarter)	Completion Date (Year and Quarter)
Site setup and enabling	1 month	Q4 2028 (Year 1)	Q4 2028 (Year 1)
Substructure	3 months	Q4 2028 (Year 1)	Q1 2029 (Year 1)
Superstructure	5 months	Q1 2029 (Year 1)	Q3 2029 (Year 1)
Facade	7 months	Q1 2029 (Year 1)	Q1 2030 (Year 2)
Fitout	9 months	Q3 2029 (Year 1)	Q2 2030 (Year 2)
Externals	3 months	Q1 2030 (Year 2)	Q2 2030 (Year 2)
Practical Completion	-	-	Q2 2030 (Year 2)

Table 5.2 Indicative Construction Timetable (Block A)

Construction Task / Activity	Duration	Start Date (Quarter and Year)	Completion Date (Quarter and Year)
Site setup and enabling	1 month	Q4 2028 (Year 1)	Q4 2028 (Year 1)
Substructure	4 months	Q4 2028 (Year 1)	Q1 2029 (Year 1)
Superstructure	13 months	Q1 2029 (Year 1)	Q2 2030 (Year 2)
External envelope	14 months	Q3 2029 (Year 1)	Q4 2030 (Year 3)
Fitout	17 months	Q4 2029 (Year 2)	Q1 2031 (Year 3)
Externals	3 months	Q4 2030 (Year 3)	Q1 2031 (Year 3)
Practical Completion	-	-	Q1 2031 (Year 3)

5.13 Full completion and occupation of the Proposed Development is anticipated to be in Q1 2031 (Year 3).

DESCRIPTION OF WORKS

5.14 An indicative description of the method for the enabling and construction works is provided below and provides a reasonable basis of assessment for the EIA. A detailed methodology of these works will be set out in the detailed CEMP prior to these works commencing.

Surveys, Investigations and Consents/ Licences

5.15 A number of surveys and investigations will need to be undertaken prior to the commencement of enabling and construction works on-site. The following surveys and investigations are envisaged:

- Condition survey of boundaries;
- Condition survey of roads and pavements;
- Condition survey of neighbouring buildings;
- Existing utilities tracing;
- CCTV drain surveys; and
- Geotechnical surveys

5.16 All statutory, Local Planning Authority (LPA) consents and licences required to commence any on-site activity will also be obtained ahead of the works commencing and give the appropriate notice period. These will include but not necessarily be limited to:

- Notices for works on the highway in accordance with the Highways Act 1980 and Road Traffic Act 1998;
- Hoarding, crossover and scaffold licenses for works on the perimeter boundary;
- Construction Phase Plan under CDM Regulations;
- Health and Safety Executive (HSE) F10 Notification;
- Construction Method Statement (CMS) and Risk Assessments;
- Construction notices;
- Connections to existing statutory services and main sewers; and
- Party wall act notices and agreement; if applicable.

Site Establishment

5.17 The function of the site establishment works will be to prepare the site prior to the commencement of enabling and construction works and to ensure that the appropriate control measures are in place for the start of the enabling and construction works. These works will include, but will not be limited to:

- The site will be secured. Timber hoardings of 2.4m in height will be erected around the full perimeter of the site where possible, with access gates also provided on Ashley Road;
- Local alterations to utility supplies will be undertaken to allow temporary builders connections and to prepare for future permanent installations; and
- Site accommodation, housing welfare and offices, will be established within the Link to the rear of the site adjacent to Down Lane Park;

5.18 The construction site area will be made safe and secure prior to construction works commencing and the general public will be separated from the works, with the use of solid and well maintained, 2.4m high hoardings. A pedestrian access point for operatives will be located close to the main vehicular access gate off Ashley Road.

5.19 The project offices and associated welfare facilities for the workforce will initially be established in temporary cabins. As works progress the Welfare will be removed from site with the welfare relocating within the amenity space of the ground floor.

Earthworks, Piling and Foundations

5.20 New piled foundations will be required to support the construction of the Proposed Development. The design is at an early stage and remains subject to further site investigations. However, it is anticipated that pile diameters will be no larger than 600mm and depth of the Continuous Flight Auger (CFA) piles are yet to be determined although it has been assumed that pile depths are circa 18 - 25m across the blocks.

5.21 Two piling rigs will be required for the construction works for the Proposed Development. The rig(s) will be serviced by a 360° excavator for clearing up and dropping cages.

5.22 Please note that the specifics of the piling and foundation process, including the use of existing structures and the handling of waste materials, will be subject to change as the project progresses and more detailed plans are developed however, any future changes are not considered to material affect the details presented or assessment conclusions

Substructure Construction Methodology

- 5.23 This phase of works will commence with the creation of a piling platform across the site and serve both buildings, along with excavation of the site to a reduced level in line with the proposed site levels across the site. Existing waste arising from previous demolition works which has remained on-site will be used, where possible, to construction the piling platform across both blocks.
- 5.24 Pile probing for below-ground obstructions will be undertaken prior to forming the piling platform. The piling operations will then be carried out from this platform. The piling platform will provide a stable base for the piling rigs to operate and move around the site.
- 5.25 The design of the piling platform will depend on the ground conditions and the piling equipment being used. The piling platform will be free-draining to prevent any build-up of water or slurry on its surface.
- 5.26 The pile caps and beams, the lift/ stair core, and the Reinforced Concrete (RC) element within the site will all be reinforced. The cages will be prefabricated on-site and dropped in by an excavator initially. Once the crane is erected the cages will be lifted by the crane.
- 5.27 Concrete will be poured from the chute on most pile caps and cores, but where not applicable, the concrete skip will be used. As the works progress, a pumping location will be set up, and a static pump will be used to pump concrete to the pour being undertaken. Drainage will be installed after the pile caps are in place but before the slab is poured. Services will most likely be brought into the blocks through Ductwork – also installed in coordination and in tangent with the drainage.
- 5.28 Crane will be zoned within the site boundary. The crane will be erected during the piling works and will be used to service the remaining substructure construction.
- 5.29 It is expected one tower crane will be required for the construction of the Proposed Development. The tower crane will be piled as stated above and located in association to the two blocks. The crane will be erected during the groundworks / piling phase. The crane will be centrally located and serve both blocks.
- 5.30 As part of these substructure works, construction of attenuation tanks across the site will be implemented – it is envisaged the tank will be also located within the Ashley Link.

Superstructure

- 5.31 The construction of the superstructure for the Proposed Development will be carried out using a RC frame. The intention is to use a flat slab design, although a more traditional approach of a standard deck, with reinforcement and in-situ concrete is also being considered. The flat slab design choice will avoid obstructions for mechanical, electrical, and plumbing (MEP) equipment below the soffit. Post-tension (PT) slabs allow for a shallower slab using the same column grid as a typical RC slab. A mixture of both types is also possible. The slabs will be supported by RC columns on a regular column grid, which, for the most part, will stack the floors.
- 5.32 Consideration will be given to utilising prefabricated elements, such as columns and staircases. However, it should be noted that due to the speed and intensity of the lifts envisaged for the construction of the Proposed Development, and the intention of using a pumping boom, precast elements are not suitable. Metal stair formers will be used so concrete will still be poured but no shuttering will be required.
- 5.33 Specialist falsework systems incorporating access and edge protection in the design will be utilised, including climbing screens to contain construction operations for the tower frame, as required.
- 5.34 The piled tower crane will be used to assist with the construction of the superstructure in a conventional manner on a floor-by-floor basis. Concrete will be placed by concrete pumps and placing booms. The crane will also provide assistance during the superstructure phase particularly during the installation of the unitised façade.
- 5.35 Besides the cranes and the hoist(s), other lifting equipment is not envisaged. There is also an option to use telehandlers to lift and transport materials once the blocks are constructed.

- 5.36 Platform hoist(s) will be installed serving all floors as the structure rises. Lifts within the blocks will not be used in the initial phase, but their use might be encouraged as the construction comes to an end and the hoists are dismantled.

Figure 5.2 Indicative Crane Layout and Radial Plan



Building Envelopes (Frame/ Façade)

- 5.37 Following the superstructure works the facade shall be installed. The roof coverings shall be applied on completion of the roof slab, and any associated parapet up stands.
- 5.38 Brick facades will be constructed from traditional scaffolding, the Structural Framing System backing wall, insulation and windows will be installed first, with the brickwork then following. This process will commence once concrete frames have progressed at least 3-4 floors ahead.
- 5.39 When the reinforced concrete frame is sufficiently advanced, hoists will be erected to enable cladding, roofing and fit out materials to be loaded out, as required.
- 5.40 A weather tight environment will be achieved as the brick / Steel Framing System to the floors are completed. This will allow the services infrastructure and fit out to commence to lower floors prior to completion of the entire building envelopes. Taking this approach will give considerable time savings which will reduce the overall impact on local neighbours.

5.41 Following completion of the brickwork, as the scaffold is removed, the balconies will then be installed progressively on Blocks A and B.

Fit-Out and External Works

- 5.42 The fit-out works for the Proposed Development will commence once a level of temporary or permanent water tightness has been achieved, working from the lower floors upwards. The fit-out works will comprise the complete installation of finishes and services to the residential homes, community space, common areas, and cores.
- 5.43 The fit-out phase of the programme represents the peak in terms of site labour levels with larger areas of changing rooms and canteen(s) required. The community and amenity spaces on the lower floors of the new blocks will house the bulk of the temporary amenities. Welfare relocation will be one of the items that will ease site logistics.
- 5.44 As the blocks near completion, the temporary construction amenities will be reduced, and the local hard and soft landscaping areas will be commenced. Finally, the temporary site facilities and hoardings will be cleared, and the final landscaping completed for the public realm. This item will be left quite late in the programme to allow better use of the limited space during construction. The same applies for the high podium landscaping works. Materials will be lifted to the podium prior to cranes being dismantled.

Footpath and Parking Bay Closures

- 5.45 No road closures or significant diversions are currently envisaged, but temporary localised footway closures, suspensions of parking/loading bays and any necessary scaffold/oversailing licences may be required, subject to separate approvals.
- 5.46 Traffic marshals and banksmen will be deployed throughout the construction programme to control vehicle movements in and out of the site.
- 5.47 All necessary permits and licenses (e.g. permits and over sailing licenses (where applicable) for tower cranes) will be secured, and risk assessments and safe working instructions prepared and approved, ready for implementation by the contractor prior to the use of this type of equipment on-site.

EMBEDDED CONSTRUCTION RELATED MITIGATION FOR EIA

5.48 For the purposes of the technical assessments provided as part of this ES, the following construction related mitigation measures are taken as ‘embedded’ and so factored into the technical assessments to define the potential for likely significant effects. All other construction related mitigation that has been identified as being required to reduce the scale and so significance of residual effects or render residual effects insignificant is ‘additional mitigation’ and is presented in **ES Volume 1, Chapter 12: Environmental Management, Mitigation and Monitoring Schedule**:

Embedded Mitigation

- Use of 2.4m high solid timber construction hoardings throughout the duration of the works;
- Implementation of vehicle and specific fixed wheel cleaning facilities upon leaving the site;
- Use of CFA piling techniques; and
- Re-use and recycling of existing crushed materials (where feasible).

¹ UK Government, The Control of Pollution Act 1974
² UK Government, Environmental Protection Act 1990
³ UK Government, Control of Noise at Work Regulations 2005
⁴ UK Government, Health and Safety at Work etc. Act 1974

Applicable Legislative/Control Framework

- 5.49 Additionally, this also includes measures set out within:
- The Control of Pollution Act (COPA) 1974¹ with particular reference to part III;
 - The Environmental Protection Act 1990²;
 - The Control of Noise at Work Regulations 2005³; and
 - The Health and Safety at Work Act 1974⁴.

ESTIMATED CONSTRUCTION QUANTITIES

5.50 Table 5.3 presents an estimated of key construction materials associated with the construction of the Proposed Development. For a conservative assessment, an additional 15% has been added to the indicative construction quantities to cover potential additional requirements.

Table 5.3 Estimates Of Key Construction Quantities

Materials Delivered	Quantities (m³)
Concrete in Piles	2,126
Concrete to foundations	635
Steel Columns	0.4
Columns	285
Slabs	3,152
Beams	75
Walls	850
TOTAL + 15% buffer added	8,200

CONSTRUCTION WASTE

Excavated Material

5.51 Estimated excavation quantities from the Proposed Development from piling and substructure works are estimated at approximately 7,000m³ of material, made up of made ground, gravels, and rock. Where possible, this material will be re-used on site. This will be determined through intrusive site surveys to determine whether contamination is present (expected to be completed subject to planning conditions ahead of the enabling and construction works commencing).

Waste

- 5.52 Construction waste volumes have been estimated using Building Research Establishment (BRE) Waste Benchmarking data, which outlines likely construction waste arisings in tonnes for new build construction projects, based on real-life data. The BRE Benchmark data identified the average tonnes of construction waste per 100m² of floor area (GIA) for residential floorspace is 4.9t per 100m²/GIA⁵ and for commercial floorspace of 6.5t per 100m²/GIA⁶.
- 5.53 Based on this information, the Proposed Development is likely to generate approximately 1,487.38t of waste from construction. This consists of 1,464.27t as a result of the construction of the residential elements

⁵ BRE (2025), BREEAM New Construction Residential, UK, Version 6.1 (SD260)
⁶ BRE (2025), BREEAM New Construction, UK, Version 7 (SD6074)

(29,883m² GIA), and 23.11t as a result of the construction of the commercial elements (355.5m³ GIA) of the Proposed Development.

- 5.54 Measures with regards to waste management are provided within the SWMP and OCEMP which is submitted as a standalone document to the planning application.

SITE ACCESS AND EGRESS

Access and Egress

- 5.55 Construction traffic routes through the surrounding area / Transport for London Road Network (TLRN) and to the site are shown in Figure 5.3, with site access and egress illustrated in Figure 5.4. When necessary, r vehicle routing will be planned to comply with the London Lorry Control Scheme, which prohibits lorries over 18 tonnes from the majority of roads in Greater London from 21:00 to 07:00 hours Monday to Saturday and from 13:00 hours on Saturdays to 07:00 hours on Mondays.

Figure 5.3 Construction Vehicle Routing

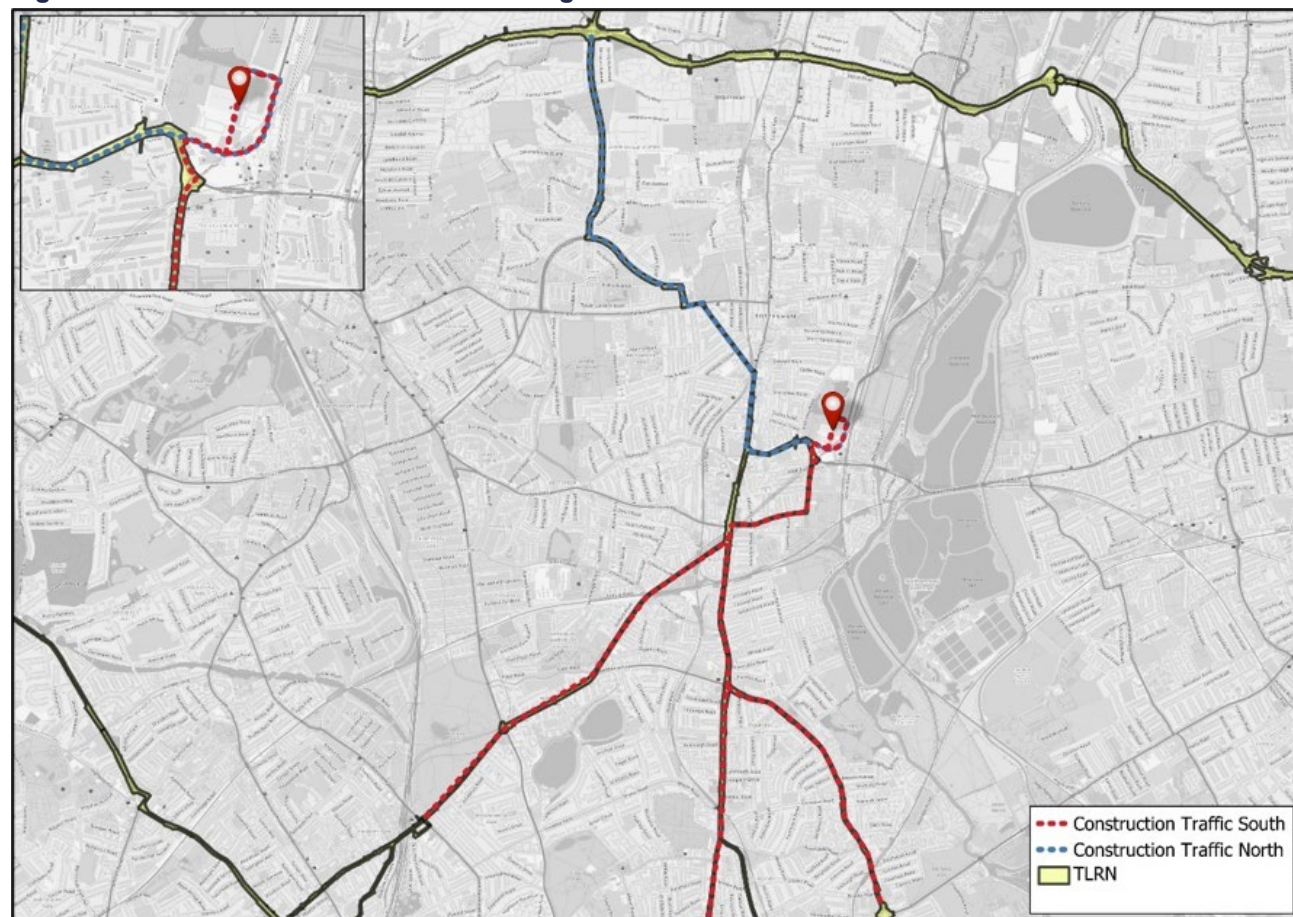


Figure 5.4 Construction Access and Site Routing



- 5.56 As shown above, it is proposed that construction vehicle routing will be to / from site as follows:

- Vehicles will travel to the site from the A10 (High Road) via Monument Way and the Hale. Access to site is only possible from Hale Road by turning left at the junction with Ashley Road South;
- The A10 (High Road) provides further connections to the wider highway network, including North Circular Road and M25. Vehicles will also travel to (or from) the site from the south via Seven Sisters Road, which links up with the A10 (High Road), and provides a connection to Holloway Road (A1);
- Vehicles leaving the site will return to the A10 (High Road) via Burdock Road turning right onto Watermead Way leading to Hale Road. This allows for further onward connection to the North Circular Road and the M25 or similar;
- The above strategy will minimise the anticipated traffic movements from The Hale directly into Ashley Road. The entrance to Ashley Road South from Hale Road is one-way only, therefore exiting vehicles will only be routed out via Burdock Road and Watermead Way;
- It is envisaged that the route via Burdock Road and Ashley Road will be solely used by construction traffic, and shall avoid waiting / unloading / loading in Ashley Road itself; and
- Wherever possible, traffic will be directed to leave Burdock Road and head north along Watermead Way to minimise traffic movements through the District Centre.

- 5.57 At a site level, it is proposed that:

- For both blocks, construction access for vehicles will be from Ashley Road to the east of the site, using a manned dedicated vehicle entrance, as further described in the Construction Management Plan. A traffic marshal shall be located on Ashley Road to coordinate the vehicle movements arriving and departing from the site. The traffic marshal will be supported by a team of banksmen who will assist the manoeuvring of vehicles within the constraints of the site;
- Deliveries will be coordinated so as to minimise both the number of movements and avoid vehicles arriving at the same time to the site;
- It is intended that vehicles will be able to drive into the site and exit in forward gear, except for larger deliveries, in which case, any movements that are undertaken in reverse will be escorted by banksmen at all times;
- Once vehicles are on the site, they will be unloaded / loaded, then turned and exit the site through the same entry point; and
- All vehicles will be subject to tyre cleaning before being allowed to depart from the site.

5.58 Secure access points with wheel cleaning facilities will be established at the site whilst excavation and groundworks are taking place. Pedestrian access points for construction workers will generally be located close to the main vehicular access gates with separate pedestrian gates and footpaths provided.

5.59 To minimise the likelihood of congestion during the enabling and construction works period, strict monitoring and control of vehicles entering and egressing the site will be implemented. Construction deliveries will be carefully planned with delivery times agreed with the contractor(s) using a booking system. Delivery schedules will be produced in order to look at the profiles of up-and-coming deliveries, and to regulate deliveries and eliminate bottle necks.

5.60 As stated within the Outline Construction Logistics Plan⁷ “the applicant will schedule deliveries outside the morning peak (07:00–09:00) and evening peak (17:00–19:00). The applicant will also endeavour to avoid the school afternoon peak (15:00–16:00). If this cannot be avoided, additional safety mitigation measures will be implemented by a team of banksmen to ensure that students using the school along Burdock Road are not exposed to safety risks related to the construction”.

Road Vehicle Numbers

5.61 The anticipated number of construction vehicles serving the site has been reviewed over the duration of the enabling and construction programme. Table 5.4 below identifies the anticipated number of vehicles per month, as well as the peak number of trips daily, over the duration of the construction programme.

Table 5.4 Indicative Construction Vehicle Movements

Construction Phase	Period of Stage	No. of Trips (Monthly – One Way)	No. of Trips (Monthly – Two Way)	Peak No. of Trips (Daily – One Way)	Peak No. of Trips (Daily – Two Way)
Site setup and enabling	Q4 2028 - Q4 2028	390	780	18	36
Basement excavation and piling	Q4 2028 - Q4 2028	390	780	18	36
Sub-structure	Q4 2028 - Q1 2029	390	780	18	36
Super-structure	Q1 2029 - Q2 2030	357	714	16	32
Cladding	Q2 2029 - Q4 2030	357	714	16	32
Fit-out, testing and commissioning	Q3 2029 - Q1 2031	357	714	16	32

5.62 It is envisaged the site is likely to generate a peak between 32 to 36 vehicle trips (two way) per typical construction day across the construction programme, with 36 peak daily vehicle trips being generated between Q4 2028 and Q1 2029. The peak year for vehicles trips is 2029, comprising of 3116 vehicles in total, with 2,507 being Heavy Goods Vehicles (HGVs) (>7.5 tonnes). Approximately 17 Heavy Duty Vehicle (HDV) flows in annual average daily traffic (AADT).

PLANT AND EQUIPMENT

5.63 Consideration has been given to the types of plant that are likely to be used during the enabling and construction works. The indicative plant and equipment associated with the enabling and construction works process is set out in Table 5.5.

Table 5.5 Indicative Plant and Equipment Associated with the Work

Plant	Enabling Works	Substructure	Superstructure and Façade	Fit Out	Landscaping
Canti Desks			✓	✓	
Material Hoists				✓	
Crushers					
5t excavator	✓				✓
8t excavator	✓	✓			
13t excavator	✓	✓			
20t excavator	✓	✓			
HGV/lorries/vans	✓	✓	✓	✓	✓
Piling Rigs		✓			
Concrete Agitator		✓			
Concrete Mobile Pump			✓		
Concrete Static Pump		✓	✓		
Concrete placing boom			✓		
Water Misting Machine			✓		
Generator A	✓	✓	✓	✓	✓
Tower Cranes			✓	✓	
Poker (frame) Vibrator			✓		
Scaffolding			✓		
Forklift					✓

HOURS OF WORKS

5.64 The anticipated core working hours for construction will be as follows:

- 08:00 – 18:00 hours on weekdays;

⁷ Tetra Tech. 2026. Ashley Park – Outline Construction Logistics Plan.

- 08:00 – 13:00 hours on Saturdays; and
- No working on Sundays, Bank or Public Holidays, unless otherwise agreed with the LBH.

5.65 In order to maintain the above core working hours, the Principal Contractor may require at certain times a period of up to one hour before and after core working hours to start and close down activities (this will not include works that are likely to exceed any pre agreed maximum construction works noise levels). Specialist construction operations and deliveries may also be required to be carried outside these core hours in agreement with the LBH and other relevant parties.

COMMUNITY LIAISON

5.66 In advance of the works commencing on-site, a public briefing / information session for the local community on the works that will be undertaken will be held at a local venue. These drop-in briefing / information sessions will be held periodically (particularly in advance of key milestones in the construction programme) over the duration of the 29-month construction period and will provide an opportunity not only for the contractor and the Applicant to disseminate information but also for local residents, businesses and stakeholders to ask questions of the contractor and the Applicant and raise any particular concerns. The public briefings / information sessions will be publicised via a variety of channels and be open on specified days so those with differing commitments can attend.

5.67 In advance of and during the enabling and construction works, the contractor / Applicant will maintain a number of other methods to communicate with the local community to keep them informed of progress on the scheme and enable concerns to be voiced and listened to. These methods will also be used as appropriate to inform local residents and neighbours of any emergency work required on site. These methods will likely include newsletters, drop-in sessions, updates via a dedicated website and email address, a dedicated hotline and text alerts for targeted communications (including in the event of emergency works).

Complaints Procedure

5.68 A staffed hotline will be available 24/7. This will provide local residents with the ability to communicate directly with the appropriate personnel allowing escalation procedures to be instigated, ensuring all enquiries are handled promptly.

5.69 The hotline will allow any complaints to be logged and fully investigated, and responded to quickly, advising what action has been taken. If necessary, complaints will be reported to the relevant department of the LBH.

5.70 The hotline will be operational 24/7, so will be available during normal operational hours and outside of normal working hours. The requirements for the hotline will be set out within the detailed CEMP.