


**Community Liaison Plan for the
Highbury Square Development Project**

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CONTENTS

Section	Title, Contents and Authorisation	Page No.
	Title, Contents and Authorisation	1
1.0	Purpose	2
2.0	Scope	2
3.0	References	2
4.0	Definitions	2
5.0	Community Liaison Strategy	2
5.1	Appointment of Community Liaison Manager	2 - 3
5.2	Public Liaison Meeting	3
5.3	Communication Channels	3
5.4	Main Contractor's Enquiry/Help Line(s)	3 - 4
5.5	Emergency Line and Response Team	4
5.6	Enquiry/Complaints Procedure & Monitoring	4 - 5
5.7	SRM Newsletter	5 - 6
5.8	Liaison with Media Organisations	6
6.0	Approvals	7
7.0	Records	7
Attachments		
	Flow Chart of Complaints Procedure	Appendix 1
	Contract Enquiry Form	Appendix 2

AUTHORISATION

Rev N°	Prepared / Revised By	Approved for Use by Project Manager	Approved by HHL/AYH/LBI (as required)	Date
0	Paul Hallam			7th March 2006
1	Greg Lin	Maher Muhyeddeen		14 June 2006
2	 Paul Hallam Community Liaison Manager			15 August 2006

1.0 PURPOSE

To define the procedure to be used by Sir Robert M^cAlpine Ltd to comply with the requirements of the AR2, Primary Application Documents – Revised Proposals, Draft Code of Construction Practice.

2.0 SCOPE

This document has been produced and is specific to the works carried out at the Highbury Square Development Project. These works are as follows:

- Redevelopment of Highbury Stadium into residential apartments

3.0 REFERENCES

AR2, Primary Application Document – Revised Proposals, Draft Code of Construction Practice

Project Environmental Control Plan LSE-PEP-14

Project Control Plan, LSE-PCP-138

Project Health and Safety Plan – HBS-HSP

Fire Safety Procedure, FSP-001

Emergency Response Procedure, MS-001

4.0 DEFINITIONS

LBI – London Borough of Islington

HHL – Highbury Holdings Limited

5.0 Community Liaison Strategy**5.1 Appointment of Community Liaison Manager**

5.1.1 We have appointed the following member of our Project team as Community Liaison Manager for the Project:

Community Liaison Manager – Paul Hallam

5.1.2 Key Roles and Responsibilities

The Community Liaison Manager shall be responsible to the Project Manager for the following duties/undertakings where applicable

- Developing and implementing the Management plan for community liaison/relations
- Developing good working relationships i.e. consultation and liaison, with all parties associated with the Project, such as; LBI, Environment Agency, English Heritage & local community groups etc.

- Administering the process of complaint resolution and developing resolution action plans
- Providing constant 24 hours Enquiry/Information Line
- Provide and circulate monthly newsletters to the local community as to any activity which may affect them in advance of any works taking place (supplemented by brief 'look-a-heads' / flyers as necessary).
- Discuss summary of Enquires Register with LBI / Enviro at periodic meetings (monthly to start with)
- Provide information & updates to the local Community groups, Churches & libraries

5.2 Public Liaison Meeting

- 5.2.1 We shall assist HHL - AFC Communications office and AYH to set-up a public community liaison meeting to introduce ourselves as the main contractor and to explain the phasing of the construction programme as well as allowing for any initial queries/concerns from the local community to be made.
- 5.2.2 We shall introduce our Project Manager and other senior members of our Project team and will put a more human face on the construction operations.
- 5.2.3 We shall produce regular newsletters, which essentially gives summary details of the Project plus the details of our Contractors' Enquiry/Help line.

5.3 Communication Channels

- 5.3.1 We shall regularly review the methods by which interested parties / or those who might be affected by the construction activities are informed and adapt those methods as necessary depending on the stage of the works and the persons involved.

Personal contact between representatives of organisations / residents shall help to create understanding and support for what is actually happening at site level thereby dispelling any misunderstanding and potential discord.

Note – A display cabinet will be erected adjacent to the main site entrance for the display of Newsletters & other information. (see 5.7 re Newsletter)

The M^cAlpine Project Office Address, where correspondence & personal enquiries should be directed to is:

Sir Robert M^cAlpine Ltd, Project Office, 89 Gillespie Road, Highbury, London, N5 1LR.

5.4 Main Contractor's Enquiry/Help Line (s)

- 5.4.1 A dedicated telephone line shall be installed and the telephone number made available to nearby residents and businesses through newsletters and flyers.

Subcontractors/suppliers will be required to display the Project name and Enquiry/Help line number on the windshield of all vehicles entering or leaving the Highbury Square Development site.

The line(s) shall be maintained during site working hours and via a managed service outside of working hours.

The interim Enquiry/Help Line number is: 0207 704 9421

NOTE - this will change to a dedicated line when site office is fully established

- 5.4.2 Site working hours are to be 08:00am till 18:00pm Monday to Friday and 08:00am to 13:00pm Saturday.

In order to maintain these hours a period of one hour before and up to one hour after normal working hours will be used for start up and close down activities i.e. deliveries, movement to place of work, unloading, maintenance etc. But not including operation of plant or machinery giving rise to noise likely to exceed the noise levels for the periods either side of the agreed normal working hours as set out in the Noise Control Procedure documents. The start up and close down periods are not to be considered an extension of the normal working hours and particular care will be taken to limit and control disturbance to local residents during such periods.

In addition, there are to be no heavy vehicles at all on the local roads during term time between the hours of 8.30 & 9.15am and 3.30 & 4.15pm.

5.5 Emergency Line and Response Team

- 5.5.1 Should any emergency/incident arise outside working hours, the LBI will have been issued with our emergency and out-of-hours contact telephone schedule, which will ensure that information is cascaded speedily to our Emergency Response Team along with other relevant personnel.

Our protocols for responding to any emergency are noted within our Emergency Response procedure.

5.6 Enquiry/Complaints Procedure & Monitoring

- 5.6.1 ALL enquiries, concerns and complaints from the local community shall be directed to ourselves and logged and tracked. (See Appendix 1 flow chart).

- 5.6.2 Newsletters shall indicate that all written enquires are to be directed to our Community Liaison Manager at the Projects mailing address.

- 5.6.3 Should anyone wish to enquire personally (ideally following an initial telephone or written enquiry) then they shall be directed to or meet at a convenient site location, the Community Liaison Manager.

- 5.6.4 The details of any enquiry made by telephone or recorded via the out-of-hours answerphone shall be recorded on to our Project Enquiry Form (Appendix 2). The forms shall be forwarded to the Community Liaison Manager, who shall review and make an initial response to the complaint within 24-hours of the start of the next working day.

He shall, thereafter maintain contact and liaise with other parties until the issue is resolved. Responses to the originator of the enquiry shall be made in the same format as the initial enquiry along with a follow up good-will call where suitable.

- 5.6.5 An Enquiry Register shall be produced via an excel spread sheet and updated with each enquiry / response made.

The Register shall contain as a minimum the following information:

- Date and time the enquiry was received
- Originators Name and Contact details
- Brief details of the enquiry

- Date initial response made by the Community Liaison Manager
- Actions highlighted until resolved
- Date issue resolved
- Closed-out Y/N

5.6.6 The register of enquiries shall be regularly reviewed during our Project Review Meetings in order that performance and response times can be monitored. A summary of the Enquiry Register shall be issued to both HHL and LBI as necessary for their review and comments.

The Summary report shall note as a minimum:

- Total number of queries
- Number of Outstanding enquires and summary description

5.7 SRM Newsletter

5.7.1 It shall be our intention to produce a monthly Newsletter to be distributed within the local community.

5.7.2 Our Newsletter (paper or electronic) shall be used to inform local residents, Community Groups and churches etc in advance of the start of any potentially adverse items of work such as:

- Unavoidable out-of-hours works/deliveries
- Works along their boundaries i.e. erection of hoarding/fencing etc.
- Works along the highways/footpaths
- Start of key activities such as demolition, piling, groundworks, and structural steelwork.
- Parking restrictions

5.7.3 The geographical areas to be covered by the newsletter shall be agreed with HHL, AYH and LBI prior to their issue.

5.7.4 Distribution should be door-to-door in the immediate vicinity of the site and further copies should be made available through local public libraries, churches and the LBI office/website.

Distribution List inc:

Avenell Road, and parts of: Highbury Hill, Gillespie Road, Aubert Park, Elwood Street, Conewood Street, Lucerne Road, Elphinstone Road, St Thomas's Road & Tannington Terrace

Churches: (say 50 hard copies each)

St. Thomas's Church,
St Thomas's Road, N5

Christchurch,
Highbury Grove, N5

FAO Rev Stephen Coles
0207 3595741

FAO June (Administrator)
0207 3540741

Libraries: (Electronic copies)

Central Library, 2 Fieldway Crescent, N5 1PF. Contact - Mark Pickworth,
mark.pickworth@islington.gov.uk .

N4 Library, 26 Blackstock Road, London, N4 2TW. Contact - Chris Millington,
chris.millington@islington.gov.uk

Community Groups: (Attach to letter)

Highbury Communities Association,
83 Highbury Hill,
LONDON,
N5 1SX,

Highbury Hill Residents Association,
123 Highbury Hill,
LONDON,
N5 1TA,

FAO: Alison Carmichael

FAO: Roger Wright

LBI Office: (say 50 hard copies + e-mail)

Paul Clift,
Senior Environmental Health Officer, Noise Team
Public Protection Division, Islington Council
159 Upper Street, London. N1 1RE.
Tel: 020 7527 3199, Fax: 020 7527 3057
paul.clift@islington.gov.uk, <http://www.islington.gov.uk>

The newsletter & other information will also be on view within a display cabinet near the main site entrance.

5.8 Liaison with Media Organisations

- 5.8.1 We shall provide to the HHL when required publicity information for key achievements, for their use in the local and national media.

Examples of these are:

Key Achievements

Ground Breaking
Completion
Topping out Ceremony

Format of Information Release

Local press event as required
Local press release & Photos as required
Local/national press event, release & photos as required

- 5.8.2 Any media article produced by ourselves or our sub-contractors for the construction trade press shall be issued to HHL for approval prior to its issue.

- 5.8.3 Should it be required by HHL, we would be prepared to form practical working relationships with editorial staff at local papers to disseminate positive and useful information.

Again, no information would be released to media groups without the prior approval from HHL.

- 5.8.4 We shall ensure that any speculative telephone calls received by the site, our offices or the offices of our sub-contractors, from any media groups are forwarded to HHL .

- 5.8.5 On previous projects we have formed links with and made use of local radio stations, particularly where our activities have an implication on road traffic movements. Again, this link would only be formed in conjunction with and with prior approval from HHL.

6.0 Approvals

6.1 All written material will first be submitted to HHL for approval to proceed prior to issue.

6.2 It is our normal policy to seek the comments and approval of our Employers before making any statement in connection with their Project or which might be deemed to reflect upon their business.

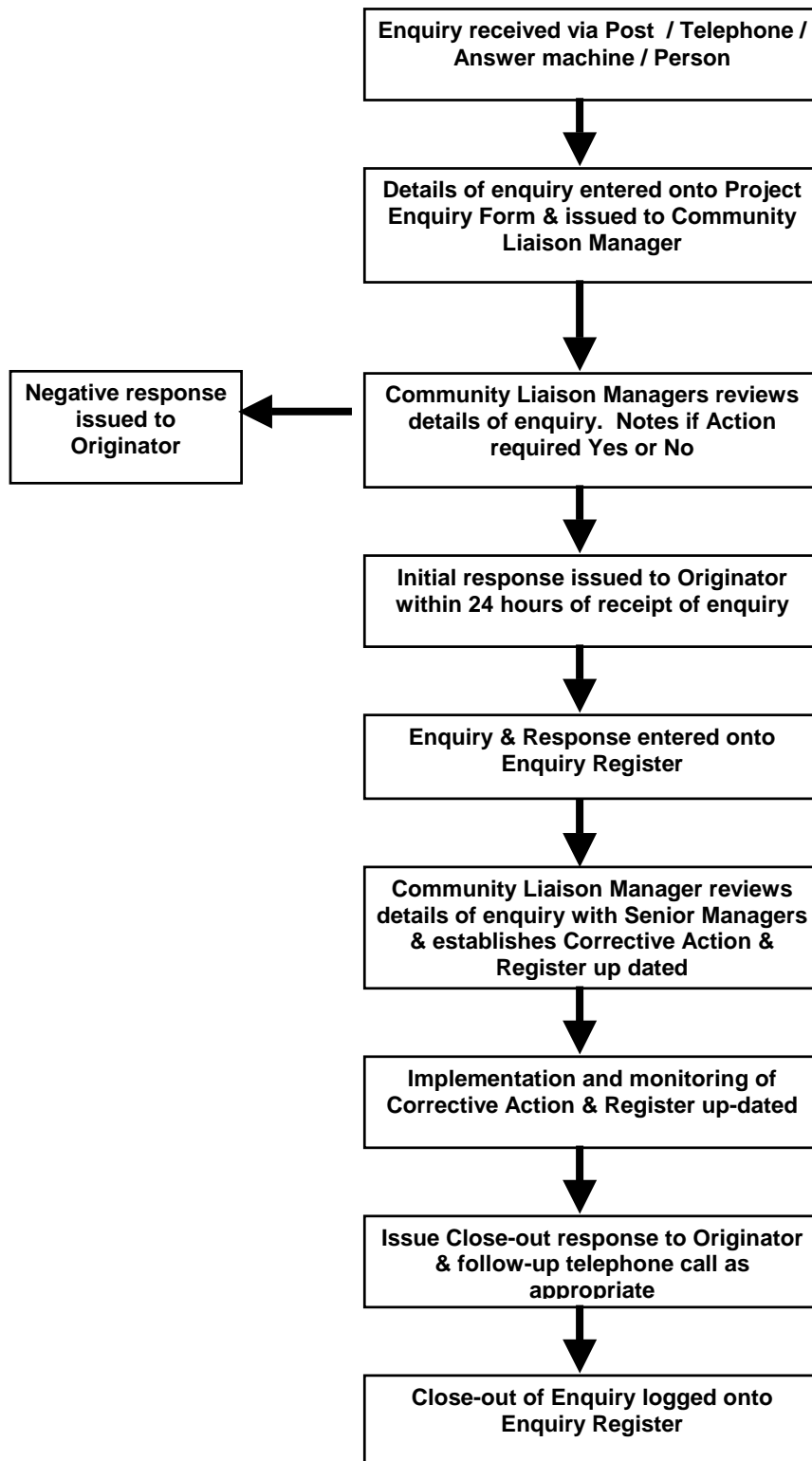
7.0 Records

The following shall be retained as Project Quality Records:

- Project Enquires & Register

Note: For information on the retention of Project Records, please make reference to the Project Control Plan, LSE-PCP-138, Section 11 item 3.

**Flow Chart of
Enquiry / Concerns / Complaints Procedure**



Note: The Enquiry Forms shall be in paper format, being scanned into the Projects EDMS upon close-out. The Enquiry Register shall be an IT base system i.e. excel, access or similar.

Project Enquiry Form

Compiled by:	Company:	Date & Time:
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Name of Person Making Enquiry:

Address & Tel. No.:

Details of Enquiry(s):

i.e. Contract location, description, other parties involved etc.

	Action

<p>Response Log</p> <p><i>Initial Response Date & Time:</i></p> <p><i>Made by:</i></p> <p><i>Action Taken:</i></p> <p>Further Action:</p> <p><i>Yes / No:</i></p> <p><i>Any other details:</i></p>	
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