

Communications Protocol - September 2018

This protocol is to be agreed between:

- City of London Corporation (CoL)
- Golden Lane Estate Team (GLET)
- ISG
- Arcadis (ARC)
- Comm Comm UK (CCUK)
- Construction Liaison Group.

Aims

- Residents' responses are delivered as swiftly and accurately as possible
- All parties named above agree all communications to check information is accurate
- Dissemination of information to the public only takes place through agreed channels
- Residents are regularly updated regarding site activities and given sufficient notice of any works that may be disruptive
- City of London officers and members are updated regularly to avoid a vacuum of information.

Targets

- Establish three communications forums:
 - Internal Communications Team (ICT) meeting to be attended by all named above, to be held monthly until further notice. This meeting will serve, in part, to create the agenda for all liaison group meetings
 - The first COLPAI Community Liaison Group (CCLG) took place on 17 July 2018. Meetings will take place monthly and be held near the site. The agenda will be created and distributed prior to meetings. To be attended by representatives of all named above along with representatives from the local community
 - COLPAI Parents Liaison Group (CPLG) meeting will take place with representatives of City of London Primary Academy Islington to update them on the progress of works. To be attended by COLPAI Head Teacher Kim Clapham and parent representatives.
- Utilise info@colpai-project.co.uk as first point of contact email for all general enquiries to be a central source and shared with CoL, ISG, GLET and CCUK. CCUK will act to draft responses with information from the team and respond to queries. Responses are to be issued within five working days. If information cannot be collected in five working days a holding statement will be sent, acknowledging receipt of email
- Establish open, two-way communication with local residents and the general public to ensure that all information is correct and current so as to avoid any confusion or misinformation about the construction of the COLPAI scheme.

Channels of Communication

- All general enquiries to be sent to and answered from info@colpai-project.co.uk or by telephone on 0800 772 0475 or 020 7125 0421
- Urgent enquiries to be sent to the Site Manager, Steve McCarthy via 07825 719 496

- The website, www.colpai-project.co.uk, will be updated to reflect the agreed communications protocol – an agreed protocol will be published for the avoidance of doubt
- Monthly newsletters to be distributed to the local community updating on demolition/construction activities with key contact details for both general enquiries and site emergencies, via distribution drop, email and online. This will also be placed on all notice boards of neighbouring buildings. Newsletter to be sent by CCUK with the COLPAI Project format and signed off by the above team before dissemination.

COLPAI Community Liaison Group

The Community Liaison Group is held on a monthly basis and is formed of local representatives from the surrounding area. At present, invitations are issued to CoLPAl, Cripplegate and Bunhill members, Golden Lane Estate Residents' Association, Golden Lane Estate Tenants' Forum, Bernard Morgan House Liaison Group, Golden Baggers, Barbican Association, UAL: London College of Fashion, Prior Weston, Peabody and Friends of Fortune Street Park.

The Community Liaison Group acts as a forum to update local groups on the upcoming works being undertaken on-site and discuss queries with the project team. Representatives from the local groups will feedback to the COLPAI Project Team on their group's interest in the site as well as appetite for further engagement and information. The COLPAI Project Team will note actions and address these where possible.

Sign-off Process

Sign-off from all members of the Internal Communications Team is required before any statement, correspondence, newsletter, etc. is released. Each team member will be responsible for complying with their own internal processes.

Complaints Protocol

Complaints from stakeholders and members of the public will be separated in the following way:

- On-site complaints – These are complaints that concern the activities taking place on the site, such as noise, vibration and working hours complaints. These issues will be considered urgent and will be processed by ISG's own urgent on-site contact, these complaints will need to be logged and the ICT should be advised of all complaints received in this way
- Project complaints – These correspondences should be received through the info@colpai-project.co.uk via 0800 772 0475, 020 7125 0421 or through the website, www.colpai-project.co.uk. Responses are to be issued within five working days. If information cannot be collected in five working days a holding statement will be sent, acknowledging receipt of email
- Residents' complaints – When complaints are received by the GLET and is related to the project/demolition/construction the ICT should be informed and consulted before any formal response is issued to a resident
- Formal Complaints – All formal complaints received will bypass this communications protocol and be dealt with by CoL through the already established process, with acknowledgement received within two working days and a response within 10

working days. If an investigation requires longer than this, then CoL will contact the complainant and inform them of when they can expect a full response

- Enquiries for the Department of Community and Children's Services should be directed to Paul Murtagh via calling 020 7332 3015.

Local Council Contacts

Complaints, compliments and comments can also be sent to officers at the City of London and London Borough of Islington:

The City of London, Environmental Health Team

020 7332 3630 | publicprotection@cityoflondon.gov.uk

London Borough of Islington, Building Control Team

020 7527 5999 | building.control@islington.gov.uk

ENDS