

Department of Community and Children's Services

Andrew Carter
Director of Community and Children's Services



The Resident
Golden Lane Estate
London
EC1Y 0SJ

Date 22nd February 2019

Dear Sir/Madam,

COLPAI Progress Event – Wednesday 6 February 2019

I am writing to advise you of the outcome of the COLPAI Progress Event held on the evening of Wednesday 6 February at Tudor Rose Court.

May I firstly thank all of you who attended on the evening, I very much hope you found the event useful. I would also take this opportunity to apologise to those of you who turned up during the evening expecting to take part in the Drop-In session as it had been intended and advertised. Unfortunately, due to the serious concerns that many residents had, the intended Drop-In session quickly turned into a public meeting. I do know that some of you decided not to come into the meeting as it had clearly been underway for some time when you arrived.

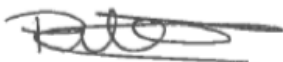
The main purpose of the progress event was to discuss the very serious gas leak that occurred at Basterfield House on Saturday 8 December last year and, to update the community on progress with the project and the next stages.

During the evening, the Project Team, including officers from the City of London Corporation and ISG, our appointed contractor, were on hand to inform members of the community about the gas leak and the progress of the project in general and to answer any questions that they had. I have attached to this letter a summary of all the questions that were asked on the evening, along with the answers that were given. I very much hope you find this helpful.

I have also attached to this letter, for your information, a breakdown of the make-up of the 27 members of the local community who attended the event on 6 February, along with links to further information that you will, hopefully, find very useful. In addition, as requested by some residents at the event, I have included useful contact details that may also be of use to you.

Should you have any comments or queries relating to my letter or the attachments, please do let me know.

Yours sincerely



Paul Murtagh
Assistant Director Barbican & Property Services
COLPAI Project progress event held on Wednesday 6 February 2019

Information

Attendees

In total, 27 members from the local community attended the event from:

- Basterfield House;
- Hatfield House;
- Tudor Rose Court;
- Peabody Court;
- Garret Street
- Honduras Street.

Display Boards

Display boards were set up on the evening to help illustrate the events that caused the gas leak and the progress that has been made on site.

These display boards can now be found on the COLPAI Project website as below:

www.colpai-project.co.uk.

Please do not hesitate to get in touch with us if you have any questions about the project or would like to register for email updates.

Useful contacts

For general enquiries you can get in touch with the team in the following ways:

Visit our website: www.colpai-project.co.uk
Email us at: info@colpai-project.co.uk
Telephone: 0800 772 0475.

For site emergencies:

Please contact: Steven McCarthy, ISG on 07825 719 496 or,
Stephen Beattie, ISG on 07816 418 156.

For the Department of Community and Children's Services (DCCS) at the City of London Corporation:

Please contact: Paul Murtagh on 0207 332 3015.

Community questions and responses from the COLPAI project team

QUESTIONS DIRECTLY RELATED TO THE GAS LEAK INCIDENT	
<p>Question 1: How and why did the gas leak occur?</p> <p>Response:</p>	<p>The gas leak occurred as a result of an undetected ‘live’ section of gas pipe that fed the previously demolished workshops (or similar buildings) that were located on the COLPAI site prior to the construction of the COLCEC building. This section of gas pipe was found to be fed from the main gas supply located in the basement of Basterfield House.</p> <p>When the workshops were demolished, the gas supply was disconnected and capped at a point near to where the workshops were located. The gas supply pipe should have been terminated, removed and capped as near as possible to the main supply pipe in the basement of Basterfield House.</p> <p>The ‘live’ section of pipe, which was within a clay pipe encased in concrete was subsequently disturbed during the demolition process and its connection to the main gas supply in the basement of Basterfield House was severed, causing a significant and serious gas leak.</p>
<p>Question 2: Why was the gas pipe not detected before the demolition work started on-site?</p> <p>Response:</p>	<p>Prior to commencing the demolition works on site, several surveys were carried out and all reasonable steps taken to ensure, as far as possible, that the demolition work could start and proceed safely. Unfortunately, even though modern and sophisticated survey techniques were employed, because the pipe was of such a small diameter and housed within a clay pipe that was encased in concrete, it went undetected.</p>
<p>Question 3: What steps have been taken since the gas leak to ensure that there are no more undetected gas pipes or similar services or installations that could be hazardous to local residents?</p> <p>Response:</p>	<p>Since the gas leak, our contractor, ISG, has carried out further surveys of the site as well as, a visual inspection of the basements of adjacent buildings. Services from adjacent buildings have been tracked to assess whether they extend on to the COLPAI Project site and if they are affected by the works. Slip trenches have been excavated around the perimeter of the site to establish whether there are any other undetected services encroaching onto the site. No further potential risks have been identified at this stage.</p>

<p>Question 4:</p> <p>Response:</p>	<p>Why were residents not told where they should evacuate to and why did the City of London Corporation (the City Corporation) not take responsibility for the situation?</p> <p>In emergency situations such as this one, it is the responsibility of the ‘blue light’ responders to take charge of the situation. It was a matter for the Police or the Fire Brigade to advise on whether the building should have been evacuated.</p> <p>Police Control did notify the City Corporation of the incident at around 11.30am asking that a Rest Centre be set up to provide shelter for those residents displaced by the gas leak.</p> <p>The City Corporation instigated its own Emergency Plan and a number of staff were on site quickly. Staff were instructed by the Police to stay outside of the cordon and, as such, were not as hands-on as they would otherwise have been.</p> <p>It had been the intention to use the Golden Lane Community Centre as the Rest Centre but, as this was located too close to the incident, this was not possible. Subsequently, the school adjacent was used for the Rest Centre.</p> <p>There are lessons to learn from this incident and, the City Corporation has commenced a review of its Emergency Plan and its response to emergencies, such as this one.</p>
<p>Question 5:</p> <p>Response:</p>	<p>Can residents see a copy of the City Corporation’s Emergency Plan and can it be published on the website?</p> <p>The publication of the Emergency Plan was taken away and considered after the meeting. The City Corporation’s Emergency Plan contains sensitive information and personal details of staff involved in the emergency planning process. It is not a public document and cannot be shared or publicised.</p>

QUESTIONS DIRECTLY RELATED TO WORKS ON-SITE

<p>Question 6:</p> <p>Response:</p>	<p>When will the work be completed and what is to be delivered?</p> <p>The Corporation is redeveloping the former Richard Cloudesley School site to provide a new school, the City of London Primary Academy Islington (COLPAI), with space for 420 pupils and 38 nursery spaces. In addition, the redevelopment will provide 66 new homes for social rent.</p> <p>The completion date for the school is Quarter 2, 2020 and for the new homes is Quarter 2, 2021.</p>
<p>Question 7:</p> <p>Response:</p>	<p>What works are to be undertaken in the next few months?</p> <p>The works currently taking place is primarily groundworks, preparing the site for the new buildings. It is expected that up until May this year, works will essentially be centred on site preparation, including groundworks, pile probing and piling. There will also be a concrete crushing process in operation during that time. Following the discovery of asbestos below the concrete slab from</p>

	<p>the previous building, we will also be removing all spoil and arisings from site to avoid any cross-contamination.</p>
<p>Question 8:</p> <p>Response:</p>	<p>Why has the concrete crushing methodology been chosen for this site?</p> <p>Following discussions with Environmental Health Officers in the City of London Corporation and the London Borough of Islington, ISG confirmed that concrete crushing on site, was the preferred method for dealing with the concrete arising from the demolition. It was felt that crushing the concrete on site was more environmentally friendly and sustainable as an option. The reduction in fuel emissions from the many lorries that would be needed to remove the concrete from site, along with the related traffic management issues, outweighed the noise from the crushing plant.</p> <p>The concrete crushing will be controlled by an Environmental Permit with several conditions applied that will reduce noise and dust. The crushing process will be done on two-hour on, two-hour off basis to minimise disruption.</p> <p>It was reiterated that ISG had no preference for either method for dealing with the concrete from the demolition works. The decision to crush on-site was taken in consultation and agreement with Environmental Health Officers for the reasons previously stated.</p>
<p>Question 9:</p> <p>Response:</p>	<p>It is understood that asbestos has been found on site. How is this being controlled, what is the risk to residents and how will it be removed from site?</p> <p>When the existing concrete slab from the previous building was dug out, a small amount of asbestos (approximately ½m²) was discovered, which appears to have been used as formwork for the construction of the concrete foundations. The excavation work was suspended immediately. A sample of the material was sent away for testing under controlled conditions and it has been confirmed as chrysotile in the form of asbestos insulation board (AIB). The Health and Safety Executive was notified, and work suspended, as per the regulations, for a further 14 days. After the 14 day-period lapsed, works began for the removal of asbestos material under controlled conditions by a licensed asbestos removal company and taken to an approved, licensed asbestos disposal site.</p> <p>It has been necessary for site operatives working in and around the area of the uncovered asbestos to wear protective suits and masks, as dictated by the regulations. Air monitoring equipment has been set up and there has been no detection of asbestos in the air. It is believed that there has been no risk to residents as a result of this discovery.</p>
<p>Question 10:</p> <p>Response:</p>	<p>The windows to adjacent flats in Basterfield House are covered in dust. Will the Corporation clean the windows once the works are completed?</p> <p>Officers will take this outside of the meeting, inspect the windows and decide whether they can be cleaned periodically or at the end of the works.</p>

<p>Question 11:</p> <p>Response:</p>	<p>Is ISG a member of the Considerate Constructor’s Scheme?</p> <p>Yes, ISG is a member of the Considerate Constructor’s Scheme (CCS). As such, ISG’s performance on this site will be monitored by the CCS against its own Code of Considerate Practice, which is designed to encourage best practice in construction.</p>
<p>Question 12:</p> <p>Response:</p>	<p>What is ISG’s approach to Corporate Social Responsibility and what measures are in place that emphasises its commitment?</p> <p>ISG is fully committed to the principles of Corporate Social Responsibility and is keen to ensure that its impact on the environment and the local community is a positive one that is addressed thoughtfully for the duration of this project.</p> <p>ISG has a number of graduates and apprentices working on this project and is committed to offering more local apprenticeships and work experience placements. If residents know of anyone who may be interested in these opportunities, please do contact the team at ISG.</p>
<p>Question 13:</p> <p>Response:</p>	<p>When working on the excavation of the trench on the Basterfield House service road, UKPS’ operations severely restricted access for emergency vehicles. Why was this allowed to happen?</p> <p>UKPS is a sub-contractor to the UK Power Network and is deemed to be a statutory undertaking. This effectively means that neither we, the City Corporation, nor ISG has any control over the work it carries out. Discussions were had with the sub-contractor who, disputes that access for emergency vehicles was ever restricted.</p>
<p>Question 14:</p> <p>Response:</p>	<p>How is the generation of dust, noise and vibration on site being monitored and can the results of any monitoring be shared with residents and made public?</p> <p>Dust, noise and vibration are being monitored on site and the monitors are located on the hoarding along the Basterfield House service road. The monitors are set within acceptable tolerance levels and we endeavour, at all times to keep within the dust, noise and vibration control limits expected by the City Corporation and the London Borough of Islington. If any of the control limits are exceeded, the monitors will alert us to the fact so that early remedial action can be taken.</p> <p>Data from the monitoring equipment is shared with the Environmental Health teams at the City Corporation and the London Borough of Islington. It has been shared with residents previously through the COLPAI Project Community Liaison Group Meetings and there is no reason why it could not be made public. We will take this away and see how this information may be best presented.</p>

<p>Question 15:</p> <p>Response:</p>	<p>At times, the vibration from the works has been unbearable and several residents have experienced cracking in their homes as a result. What are you going to do about the damage to residents' homes?</p> <p>So far, the City Corporation has received one complaint from a resident relating to cracking in the walls as a result of the vibration from the works. This matter is being investigated.</p> <p>Nothing has been picked up by the vibration monitoring equipment that suggests vibration levels are a cause for concern and we are working within the agreed tolerance levels.</p> <p>It is essential that residents let us know about any problems like this that may have arisen as a result of the works. It is our intention, if we do get complaints of this nature, to employ an independent Surveyor to inspect the properties and the damage caused and report back to us. If it is established that there is damage to property as a result of the works, we will arrange for it to be repaired.</p>
<p>Question 16:</p> <p>Response:</p>	<p>Why have you not installed vibration monitoring equipment on the walls of Basterfield House so that the actual impact on the building itself can be properly assessed?</p> <p>The monitors are located on the hoarding along the Basterfield House service road, which is less than five metres from the elevation of Basterfield House. We would not expect a significant difference in the levels of vibration recorded at the perimeter of the site and the walls of Basterfield House. However, we will take this away and look at the situation again.</p>
<p>Question 17:</p> <p>Response:</p>	<p>Why are you not using acoustic barriers on site to reduce the noise generated from the works?</p> <p>We have considered this, however, because of the nature and proximity of the works, acoustic barriers simply would not be practical and would not work to any significant extent.</p>
<p>Question 18:</p> <p>Response:</p>	<p>What method is being used to manage the archaeological aspect on site and has there been anything found that is of significance?</p> <p>Archaeological surveys have been carried out and continue to be undertaken to ensure, as far as possible, that anything of archaeological interest is identified and removed before construction begins. An archaeologist is employed to monitor work related to the excavations, foundations, piling, service trenches, landscaping and any other similar intrusive work undertaken. There has been nothing of significance identified from the process so far.</p>
<p>Question 19:</p> <p>Response:</p>	<p>What method is being employed to deal with the threat of Unexploded Ordnance (UXO) and has there been anything found that is of significance?</p> <p>A specialist is employed on the site and initial non-intrusive surveys have been undertaken in preparation for more detailed intrusive surveys. The specialist is</p>

	currently employed in a 'watching brief' capacity. If anything is found, SafeLane Global, ISG's preferred specialist, will carry out a detailed Risk Assessment to determine the most appropriate way to proceed. There has been nothing of significance identified from the process so far to date.
Question 20:	There is a considerable amount of building work going on in and around the Golden Lane Estate at the moment and the cumulative effect on residents is significant. Has consideration been given to looking at how this may be mitigated?
Response:	It is accepted that there is a lot of work going on at the moment and the impact on residents is acknowledged. Unfortunately, the work is necessary and the timing of it is largely unavoidable. ISG and the City Corporation are meeting with Taylor Wimpey (Denizen site) on a monthly basis to discuss upcoming works and logistics and to share information. We hope this collaborative approach will result in some level of mitigation.

QUESTIONS DIRECTLY RELATED TO CONSULTATION AND MEETINGS

Question 21:	We find that written communications are really useful and reassuring as, not everyone on the estate has access to the internet. Can you ensure that the weekly updates (looking ahead) are issued every Friday so we can plan for the week ahead?
Response:	We will continue to issue our Monthly Newsletter, which will be hand-delivered to the local community and sent electronically to those members of our updates list. The weekly updates will, wherever possible, be issued every Friday.
Question 22:	What is the best way for us, as residents, to register any complaints that we may have? A number of emails sent via the communications protocol have remained unanswered for some time.
Response:	<p>The COLPAI Project Team has a communications protocol for formal complaints and this is the best and preferred way for you to register any complaints that you may have.</p> <p>All formal complaints will be dealt with in accordance with the City Corporation's established Complaints Procedure, which provides for an acknowledgement within two days and, a full response within 10 days. We recognise that some complaints will need to be dealt with in a more urgent and shorter timeframe and, we will endeavour to do so.</p> <p>We do accept that there have been delays in responding to general enquiries submitted via the COLPAI Project email and we are reviewing our processes to see how we can rectify this matter.</p>
Question 23:	Why can we not have more meeting like this on a regular basis going forward?
Response:	It has always been our intention to hold more events for local residents to attend as the project progresses in earnest. The City Corporation's preference is for Drop-In Sessions as these have proven to be more inclusive and give the

	<p>opportunity for residents who are not comfortable in a public meeting such as this one, to attend to give us their views, thoughts and ideas.</p> <p>As you are aware, this event was always intended to be a Drop-In Session and was publicised as such. However, it has turned into a public meeting as a result of the actions and determination of the majority of residents who attended. Although officers decided to proceed on this basis, the downside is that other residents who wanted to attend the Drop-In Session, decided to walk away. These residents have not had the opportunity, as you have, to discuss their concerns.</p> <p>We understand that there may be a need to consider a combination of Drop-In Sessions and public meetings to satisfy the preferences of the majority of residents and we will look at that further outside of this meeting.</p>
<p>Question 24:</p> <p>Response:</p>	<p>Why is it that residents are being excluded from the monthly Community Liaison Group meetings?</p> <p>The COLPAI Project Community Liaison Group was never intended to be a public meeting or forum. It was set up with specific Terms of Reference for a specific group of stakeholders to come together in a collaborative way to move the COLPAI Project forward. Its membership is limited to one representative from a particular group of stakeholders. Any more than that and the meeting simply becomes unmanageable.</p> <p>The fact is that the Liaison Group is not-fit-for purpose and is being reviewed to see if, and how, we can get it back on track to serve its original purpose. In terms of you as residents, the Drop-In Sessions and the public meetings are your opportunity to have your say.</p>