

APPENDIX I

RESIDENTS CONSULTATION COMMENTS & FEEDBACK

Traffic/parking concerns raised during consultation with residents and businesses

The Zayed Centre for Research project team fully recognises that traffic and parking concerns are a longstanding issue for local residents and businesses.

Traffic issues are discussed as a standing item on the agenda for our GOSH Redevelopment Residents' Liaison Group (RLG) as well as in relation to specific phases of development.

This appendix contains information extracted from the minutes of RLG meetings throughout 2015 and some recent correspondence raising concerns on traffic issues. It is provided in response to comments on the first draft of the CMP requesting further evidence of resident engagement on these issues. An update on how each issue is being addressed is provided.

In addition, the document includes a report on residents' comments at the CMP consultation meeting held on 26th October 2015 and minutes of the CMP consultation meeting held on 4 February 2016.

Concern/issue raised	Update on actions taken/in progress
Issues raised during the consultation meeting to discuss the draft Construction Management Plan, 26th October 2015:	
<p>Residents' questions and comments reflected the following views:</p> <ul style="list-style-type: none"> • Large vehicles should not be brought into Millman Mews or Millman Street • 2-way traffic on Guilford Street should be maintained • Traffic to site should be managed • Lorries should be prevented from turning onto Lamb's Conduit Street • The council should consider whether some pay and display bays should be repurposed for residents' parking during the construction period. 	<p>Residents were advised that all of these concerns were addressed within the traffic management plan, with the exception of the suggestion on reallocation of parking spaces – which is a matter for the council.</p> <p>GOSH Redevelopment and Erith's project lead and community engagement lead conducted a site perimeter walk-around on 1 February 2016 to discuss traffic impacts of the CMP with local businesses and organisations.</p> <p>The updated CMP, with changes including provision of a walkway on the western pavement at Millman Street to allow parking provision to be maintained at this location, was presented at a follow-up residents' consultation meeting on 4 February 2016.</p>
Issues raised during the consultation meeting to discuss draft 2 of the Construction Management Plan, 4 February 2016:	
<p>Positive feedback on measures Erith has proposed to reduce impact on residents were well received, particularly:</p> <ul style="list-style-type: none"> • the employment of a traffic marshal dedicated to supporting vehicles navigating to site from the 'tricky' turning into Guilford Street from Grey's Inn Road • suggestions to prevent parking suspensions on Millman Street • moving the hoarding line back off the carriageway in Millman Mews • activity 2 hours on and 2 hours off during noisy works. <p>However, residents are clearly concerned that their voices continue to be heard and that any issues that arise are dealt with swiftly.</p>	<p>Activity to engage with local residents and businesses is a continuous process and considered central to the ongoing effective management of the project.</p> <p>Ongoing activity includes:</p> <ul style="list-style-type: none"> • The next meeting of the GOSH Redevelopment Residents' Liaison Group in April 2016 • A meeting with the local primary school to consult on safety issues, programme and engagement opportunities • Scoping for an engagement/education programme for local schools and the Coram's Fields after school club in partnership with Erith • The GOSH traffic management working group will be implementing changes to ensure that traffic to the GOSH site is co-ordinated and further reduced • A further patient/family communications campaign will discourage arrivals to site by private car or taxi

Concern/issue raised	Update on actions taken/in progress
<p>Residents' also:</p> <ul style="list-style-type: none"> • requested Erith ensures contractors do not congregate to smoke on local streets • supported the proposal to engage the local primary school in discussions on road safety and decorating hoardings • expressed concern over the number of vehicles requiring access to site on a daily basis • suggested that an additional traffic marshal should be in place on the junction of Millman Street and Millman Mews • suggested that the '2 hours on and 2 hours off' regime should be publicised to the community. 	<p>and provide information on pedestrian safety</p> <ul style="list-style-type: none"> • Distribution of monthly newsletters and regular notifications to local addresses and in high visibility locations around the site such as the entrances to Millman Mews and Long Yard and the noticeboard in the local supermarket • A viewing window will be placed within the hoarding along Guilford Place as requested by residents during liaison meetings • Regular community walk-arounds to introduce Erith to key stakeholders adjacent to the site including the housing association office on Millman Street, Coram Fields and adjacent businesses • Staging of a Changing places Cycle Safety event prior to increased haulage activities in partnership with Camden cycle safe groups, CLOCS and local police. (To be arranged)
Concerns raised during RLG meetings during 2015:	
<p>13 March 2015: RLG chairman informed the group that a local resident had complained about a council parking bay suspension received at short notice. GOSH was asked to identify whether our project had a role to play and how we might help mitigate future instances of short-notice parking suspensions.</p>	<p>This request was investigated and is thought to have arisen from a parking suspension for UKPN works in Millman Mews.</p> <p>Subsequent to the meeting the ZRC project manager spoke with UKPN to request that residents be given as much notice as possible of future parking suspensions.</p>
<p>23 April 2015: A resident queried whether any decisions had been made under the traffic act for issues not being covered by the planning committee.</p>	<p>Updates on the Construction Management Plan and traffic management for the ZRC development have been provided at each subsequent RLG meeting.</p>
<p>27 August 2015 The RLG chairman and another resident raised concerns about the medical gas deliveries on Lamb's Conduit Street and another resident expressed concern that too many vehicles are entering the GOSH site.</p>	<p>A working group lead by the GOSH Redevelopment Directorate has been set up to minimise the impact of parking and deliveries on local roads. The GOSH Health and Safety Manager is currently assessing the feasibility of bringing the gas deliveries which currently take place on Lamb's Conduit Street into the Octav Botnar Yard.</p>
<p>15 October 2015 A resident expressed concern about parents and carers parking on Guilford Street opposite Millman Street and queried the impact on temporary crossing arrangements for the ZRC project.</p>	<p>As a result of engagement with residents and other stakeholders the Trust has taken a number of actions to reduce the number of patient families parking on nearby streets.</p> <p>For example:</p> <ul style="list-style-type: none"> • Instructions on patient appointment letters and on the 'travelling to GOSH' section of our website were updated in July 2015 to advise use of public transport (or local car parks where this is not possible). • Establishing a working group to agree equitable criteria to reduce the number of yellow permits that are issued by main reception. These changes will be in place for the start of the basement box construction phase and impact reviewed quarterly. <p>GOSH ran a behaviour change campaign in partnership with Camden in 2015, which aimed to</p>

Concern/issue raised	Update on actions taken/in progress
	<p>increase the number of patient families and staff using public transport to access the site and reduce engine idling by parked vehicles.</p> <p>Impact data from surveys undertaken with 150 patients in February 2015 and repeated in February 2016 indicates:</p> <ul style="list-style-type: none"> • A 5 per cent reduction in the percentage of patient families using their car to travel to GOSH • An increase in the percentage of patient families choosing sustainable transport to travel to GOSH from a train station – with walking up by 8 per cent, public transport use up 9 per cent, and taxi use down by 15 per cent. <p>This work has been picked up by the traffic management working group which will be implementing further changes to ensure that traffic to the GOSH site is co-ordinated and further reduced.</p> <p>There will also be a further patient/family communications campaign to discourage arrivals to site by private car or taxi and provide information on pedestrian safety.</p>
Recent correspondence	
<p>A local business owner based at the junction of Greys Inn Road and Guilford Street has raised concerns on several occasions about construction vehicles clipping the curb or mounting the pavement when turning into Guilford Street.</p>	<p>The GOSH Redevelopment Director and project directors for Erith and Skanska have met personally with this neighbour on several occasions to discuss the issues she has reported.</p> <p>A formal response to her concerns was issued jointly on behalf of the London Borough of Camden, TfL, GOSH, Erith and Skanska which explained that the her concerns would be considered within the CMP for the ZRC site and an ongoing review of the junction layout by Camden.</p> <p>Each complaint was investigated on its own merit and a response supplied.</p> <p>Some of these complaints have been tracked back to vehicles making their way to 20 Guilford Street, while others have not. (Site surveys indicate that the junction in question is used by between 4 and 5 thousand vehicles per day, so this site accounts for a small proportion of HGVs using the junction.)</p>

Copy of GOSH Redevelopment Residents' Liaison Group standing agenda:

Agenda

Meeting title	Residents' Liaison Group
Date	4th February 2016
Time	18:00 – 19:00
Venue	Lecture Theatre, Weston House, Great Ormond Street

No.	Agenda Item	Lead
1.	Apologies for Absence	MP
2.	Minutes	MP
3.	Matters Arising	MP
4.	National Hospital for Neurology and Neurosurgery RLHIM	AC
5.	Phase 2B: The Premier Inn Clinical Building	Skanska
6.	Phase 3A: Centre for Research into Rare Diseases in Children	G&T
7.	Site Management Issues	All
8.	Traffic Issues	All
9.	Any Other Business	All

Meeting Membership:

Chair	Michael Rountney	MP	Resident
GOSH	Matthew Tulley	MT	Director of Development
	Stephanie Williamson	SW	Deputy Director of Development
	Louisa Desborough	LD	RED Communications Projects
	Mariane Lingley	ML	RED Project Control Office Manager
UCLH	Alexa Coombes	AC	Senior Project Manager

Report on residents' consultation meeting 1: 15 October 2015

Feedback summary

Questions and comments received from residents during the drop-in session mainly focused on noise, traffic and parking, footpath restrictions and impact on the surrounding properties. There was also a clear appetite for some community engagement activity.

The residents were clearly seeking reassurance that the contractors would take all necessary steps to minimise any impact on the surrounding area and that the issues above had been given due consideration.

The conversations were productive and friendly and residents were satisfied with the responses to their questions, which are listed below. Responses given to these questions were consistent with the draft CMP, unless the decision-making on that topic was outside of our jurisdiction, for example, on reallocation of pay and display parking spaces. Where this was the case, the role of the local authority in decision-making was explained.

Traffic and parking

Q: Will lorries to site be coming from Russell Square? Will you send traffic into Millman Street or Millman Mews?

Q: Will you be able to maintain 2-way traffic on Guilford Street?

Q: How will you manage traffic around the site?

Q: Will you stop lorries from turning onto Lamb's Conduit Street?

Q: Can the council make pay and display bays into residents' bays during the construction period to ensure provision of spaces for residents are maintained?

Residents were taken through the Bouygues draft traffic management plan and phasing plans.

Residents' comments reflected the following views:

- Large vehicles should not be brought into Millman Mews or Millman Street
- 2-way traffic on Guilford Street should be maintained
- Traffic to site should be managed
- Lorries should be prevented from turning onto Lamb's Conduit Street
- The council should consider whether some pay and display bays should be repurposed for residents' parking during the construction period.

Noise

Q: Will you be able to do noisy working two hours on, two hours off? *(Yes, during demolition)*

Q: What will the working hours be and will there be any issues with noise outside of working hours? *(Site hours will adhere to Camden's standard working hours for construction sites as per section 6, CMP.)*

Q: Will the plant be noisy? *(Well-maintained plant will be used, any noise produced will be within accepted regulatory levels. As per Environment section Q1)*

Q: What will be the noisiest periods of the construction programme? *(Q5 first 5 activities)*

Impact on pedestrians and adjacent properties

Q: Will you have to close the pavements on Guilford Street and Millman Street and have you considered the impact on pedestrians and particularly the local primary school? *(Residents were taken through the proposed closure of the pavements on Guilford Street and Millman Street and proposal for temporary crossing and information consistent with Appendix D - Phasing Plan.)*

Q: Will cranes overhang Millman Street or Millman Mews? *(Information was provided consistent with Appendix D - Phasing Plan and it was explained that cranes will be zoned to avoid over sailing.)*

Q: What is the height of the building and are there any overshadowing issues? *(Daylight/sunlight analysis completed as part of the planning application.)*

Q: Pumping water from the site was noisy – is the water ingress problem likely to be ongoing? *(Yes during excavation activities. Smaller electrical sump pumps will be used powered by mains and not generator)*

Community engagement

Q: Can we have a viewing window so we can see what's happening on site? **Yes**

Q: Can you do site visits or work with local schools to help local people feel more engaged? **Yes, this will be organised by GOSH in partnership with the contractor**

Q: How will residents' feedback be taken into account? **Adjustment to CMP and further engagement as work progress to ensure that local community feedback is incorporated during the full life of the project.**

Minutes

Meeting	Residents' Liaison Group			
Date	4 th February 2016			
Venue	Weston House Lecture Theatre, Weston House, Great Ormond Street Hospital			
Present		MP	Chair	Resident
	Matthew Tulley	MT	Director of Redevelopment	GOSH
	Louisa Desborough	LD	Communication Projects Manager	GOSH
	Alexa Coombes	AC	Senior Project Manager	UCLH
	Burgess Pocock	BP	Project Director	Skanska
	Fiona McArthur	FM	Clients Relation Manager	Skanska
	James Haugh	JH	ZCR Project Manager	G&T
	Alistair Lancashire	AL	ZCR Project Manager	G&T
	Callum Jenkins	CJ	ZCR Project Manager	G&T
	Richard Turner	RT	ZCR Ops Director	Erith
	Cherrie O'Kane	CO	Liaison and Conduct Manager	Erith
	Julian Fullbrook	JF	Councillor	LBC
		AJ		Resident
		AA		Resident
		AF		Resident
		DH		Resident
		JF		Resident
		PW		Resident
		SW		Resident
Minutes	Mariane Lingley	ML	Project Control Office Manager	GOSH

No.	Agenda Item
1	Introduction and Apologies
1.1	MP introduced all to the meeting.
1.2	Apologies were received from Steph Williamson (SWi), [REDACTED] (DR) and [REDACTED] (JP).
2	Minutes of the Previous Meeting
	The minutes were accepted as a true record of the meeting with the following amendments:
2.1	• AC noted she was present at the previous meeting
2.2	• 3.1: PW stated 'general deliveries' should read 'on-road deliveries'
2.3	• 5.1 point 5: AC stated it was the terracotta suppliers, not the contractors, who went out of business
	The minutes will be updated as a matter of accuracy.
2.4	MP noted it had taken a long time to receive the minutes for approval and asked that LD ensures the minutes are turned around more promptly.
3	Matters Arising
3.1	None raised.
4	National Hospital for Neurology and Neurosurgery RLHIM
4.1	AC read from her report; circulated with the minutes.

No.	Agenda Item
5	Phase 2B: The Premier Inn Clinical Building
5.1	<p>The latest Progress Bulletin was circulated and BP highlighted the following:</p> <ul style="list-style-type: none"> • Skanska are currently at the peak of project progress, and will be for the next few months • Steelworks are complete, cladding is currently taking place so deliveries will start to reduce, though there will need to be a balance between maximum load and number of vehicles • The tower cranes will be coming down over weekend periods in April and July, involving similar road closures to when they were installed, and eight weeks' notice for permission from Camden will be needed for these
5.2	<p>DH asked what measures would be in place to ensure damage was not made to pavements and traffic islands, as damage was caused when bringing the crane to site. BP stated that TfL's recommended route for removing the crane would be via the crossroad of Gray's Inn Road and Guilford Street, and traffic marshals would be in place. A workshop will be set up in advance of this.</p>
6	Site Management Issues (<i>rearranged agenda item due to presentation</i>)
6.1	<p>LD stated that the Health and Safety Manager has led a review to identify if medical gas deliveries can be taken off the road into the service yard. Unfortunately this is not currently possible due to Skanska's occupation of the space, the requirement for access to the mortuary and the width of the passageway.</p>
6.2	<p>LD noted that the review has identified that the number of deliveries to ICH can be reduced from two to one per week by using larger dewars. Timescales on this are to be confirmed.</p>
7	Traffic Issues (<i>rearranged agenda item due to presentation</i>)
7.1	<p>DH stated she has been advised by London Borough of Camden (LBC) that a change of layout at the junction of Gray's Inn Road and Guilford Street is under consideration.</p>
8	Any Other Business (<i>rearranged agenda item due to presentation</i>)
8.1	<p>MP noted that Rokeby House (adjacent to the Zayed Centre site) is having its windows replaced in Spring/Summer this year.</p>
9	Phase 3: The Zayed Centre for Research into Rare Diseases in Children
9.1	<p>MT stated that discussions with Bouygues took place for a number of months, and at the end of 2015 a mutual decision was made not to proceed into contract. A new procurement process is underway during which Erith will progress the works to construct the basement box for the building.</p>
9.2	<p><u>Erith presentation</u> (circulated with minutes) The following responses to queries were given:</p> <ul style="list-style-type: none"> • Two traffic marshals and a banksman will be present at both the entrance and exit to the site
9.3	<ul style="list-style-type: none"> • A traffic marshal will be assigned to the corner of Gray's Inn Road and Guilford Street to supervise vehicles travelling to site
9.4	<ul style="list-style-type: none"> • It is intended that the residents' parking bays on the west of Millman Street will not need to be suspended for the duration of the works as previously proposed but that the hoarding will step back from the curb line to allow drivers to enter and exit their

No.	Agenda Item
	cars; this proposal will be discussed with the local authority and worked up in more detail
9.5	<ul style="list-style-type: none"> • The initial proposal requiring the carriageway of Millman Mews to be reduced in width has been withdrawn; the hoarding line has been moved back
9.6	<ul style="list-style-type: none"> • A dedicated CLOCS Champion will monitor the number of cyclists using Guilford Street, as requested by the London Borough of Camden (LBC)
9.7	<ul style="list-style-type: none"> • Erith will discuss with LBC any requirements to limit vehicles coming to site during the day at peak times
9.8	<ul style="list-style-type: none"> • LD noted that GOSH have contacted the school to invite them to meet and discuss the road layout plans as well as talk about community involvement
9.9	<ul style="list-style-type: none"> • Erith will look into decibel levels for the saw cutting; however it was confirmed that environmental barriers would be used at source to attenuate noise
9.10	<ul style="list-style-type: none"> • Propping will take place during excavation to support the highway and ensure there is no movement of surrounding buildings
9.11	<ul style="list-style-type: none"> • Dust levels will be monitored, and the site team will be alerted if they exceed recommended levels so that mitigation measures can be implemented
	<p>Date and Time of Next Meeting 6pm – 7pm, Weston House Lecture Theatre, Weston House, Great Ormond Street Thursday 21st April 2016</p>