



# CROSSRAIL INFORMATION PAPER

## F3 – COMMUNITY RELATIONS

This paper sets out the community relations framework and general principles that will apply to the Crossrail works.

It will be of particular relevance to those in the vicinity of the proposed Crossrail works.

This is not intended to replace or alter the text of the paper itself and it is important that you read the paper in order to have a full understanding of the subject. If you have any queries about this paper, please contact either your regular Petition Negotiator at CLRL or the Crossrail helpdesk, who will be able to direct your query to the relevant person at CLRL. The helpdesk can be reached at:

Crossrail  
FREEPOST  
NAT6945  
London  
SW1H 0BR

Email: [helpdesk@crossrail.co.uk](mailto:helpdesk@crossrail.co.uk)  
Telephone: 0845 602 3813

**APPROVED**

Version 2 – 20/11/07



## **F3 – COMMUNITY RELATIONS**

### **1. Introduction**

1.1 The nominated undertaker will have a detailed plan for community relations before and during construction. The framework and general principles are set out in the Crossrail Construction Code (see Information Paper D1, Crossrail Construction Code).

### **2. Framework and General Principles**

2.1 The nominated undertaker and contractors will be committed to providing community relations personnel, who will be focussed on engaging with the community to provide appropriate information and to be the first line of response to resolve issues of concern.

2.2 The nominated undertaker will take reasonable steps to engage with residents of ethnic minority backgrounds and residents with disabilities (or other priority groups as appropriate), who may be differentially affected by construction impacts.

2.3 A Complaints Commissioner will be appointed for Crossrail (see Information Paper F5, Complaints Commissioner). He will be employed by the Secretary of State on behalf of the High Level Forum. The High Level Forum will determine the precise terms of reference (see Information Paper F4, High Level Forum).

2.4 The nominated undertaker will ensure that occupiers of nearby properties will be informed in advance of works taking place, including the estimated duration. In the case of work required in response to an emergency, the local authority and local residents shall be advised as soon as reasonably practicable that emergency work is taking place. Potentially affected occupiers will also be notified of the Helpline number, which will operate 24 hours per day, 7 days per week. One or more information centres will be provided at appropriate locations along the route.

2.5 The nominated undertaker will develop a Community Relations Strategy which will include the following responsibilities:

- (a) monitor contractor and subcontractor compliance with undertakings and performance against commitments, local agreements and specific community requirements throughout the project;
- (b) maintain regular communication to ensure that the community and other stakeholders and affected parties are kept well informed. The contractors will be required to produce information sheets of the works to be carried out, detailing expected disruptions and the measures being taken to minimise or mitigate adverse impacts of these works, as far as reasonably practicable at least two weeks prior to construction activity taking place. A liaison plan will be issued in advance to local authorities detailing the information to be supplied;

- (c) as far as tunnel boring is concerned, the nominated undertaker will be required to establish a website that will provide information on the forecast and actual passage of the tunnel boring machines. In addition, the nominated undertaker will be required to distribute leaflets along the route of the tunnel drives giving notice of the forecast passage of the tunnel boring machines;
- (d) respond quickly to emergencies, complaints or other contacts made via the helpdesk or any other recognised means;
- (e) liaise closely with the emergency services, local authority officers and other agencies (based on established contacts) who may be involved in incidents or emergency situations;
- (f) liaise with appropriate local community projects, employment and educational initiatives;
- (g) ensure that a comprehensive community emergency plan is put in place for each section of the work. This will ensure that in the case of a major emergency, the community can be kept fully informed and will ensure that adequate arrangements are in place for the evacuation of an affected area if necessary;
- (h) provide a point of contact for a small claims procedure, relating to claims of physical damage to property, or minor injuries. The nominated undertaker would assist in enabling claims to be progressed promptly in liaison with an administrator appointed by them; and
- (i) co-ordinate the carrying out of pre-construction defect surveys in properties which have been identified as potentially being affected by tunnelling operations and other identified works. Liaise with the independent building surveyor employed to carry out the surveys to maintain a dialogue between the nominated undertaker and property owners throughout the duration of the works.

2.6 The nominated undertaker will maintain and advertise a telephone helpline staffed 24 hours per day to handle enquiries regarding construction activities from the general public. It will also act as a first point of contact and information in the case of any emergency. All calls will be logged, together with the responses given and the callers' concerns actioned and a response provided promptly. The helpline will be widely advertised and displayed on site signboards. It will also be possible to contact the helpline service via the Crossrail website. Statistical information on complaints would be sent to local authorities and the Planning Forum on a regular basis.

### **3. Site Specific Fora**

3.1 In general, any site or area specific community liaison groups or forums will be established nearer the start of construction. However, in response to decisions made by the House of Commons Select Committee considering the Crossrail

Bill<sup>1</sup>, the Promoter has agreed to establish now two community liaison groups, one in the Spitalfields area and one in the Paddington area.

---

<sup>1</sup> In the First Special Report of the House of Commons Crossrail Bill Committee, Session 2006-07, on the Crossrail Bill, HC 235-I, published on 23 October 2007. See <http://www.publications.parliament.uk/pa/cm/cmcross.htm>.