

# St Mark's Three Classroom Bulge Expansion

## PROJECT COMMUNICATIONS PLAN: May 2016

### 1.1 Provision of Information from LB Ealing to School

Ealing project team has provided the LBE Safety Code of Practice relating to contractors' working in school premises to St Mark's, which should help address concerns from parents and stakeholders regarding noise, dust, safety and disruption to the school life. This document can be published on the school's web site to help answer queries.

The Ealing project team will also assist the school with information, drawings, images of the project for publication on their website to enable parents to have a clearer understanding of the project and designs. A "frequently asked questions" document shall also be prepared by Ealing prior to the evening consultation meeting where staff, contractors and the school meet with parents and carers to discuss the implications of the scheme.

### 1.2 Project Directory

A project directory will be available for the school. This will hold the contact details, job titles and team leaders of the organisations involved. It will be updated as required as a separate document, and issued to the School, Contractor and the Client project team.

Once the contractor is appointed contact details of their site team will be distributed to St Mark's.

### 1.3 Lines of communication between St Marks, Ealing Project Staff and Contractor.

Communication should be undertaken at the appropriate level across organisations and functions. Nominated single points of contact will be established for all organisations engaged on the project for ease of contact and escalation of matters where a satisfactory response or outcome has not been achieved through day to day contacts. For example, where the school wishes to raise an issue, concern regarding the works, health and safety on site, in the first instance this should be raised initially by the school's site manager Allen Mclean to the contractors' site manager (TBC).

Where an issue has been raised and not been resolved and requires escalation by the school this should be addressed to the Ealing Senior Project Manager Jason Lytton for resolution, or to Laura Hunter, Assistant Project Manager.

### 1.4 Correspondence

It is anticipated, in the interest of speed and efficiency that most general correspondence will be by email. Letters should be emailed or faxed in advance to ensure their timely receipt and response.

All communications are to be as clear and concise as possible. To avoid loss or confusion regarding written correspondence all letters should have as the primary reference "**St Mark's Three Classroom Bulge Expansion**". They should be addressed for the attention of the identified lead member for each party involved in the project, and must clearly indicate distribution lists for information. Emails subject lines should be prefixed with "St Marks 3CB – ".

Reference and revision numbers should form part of document control to allow traceability and verification of the latest version.

Any risk, changes or outputs identified in correspondence should be clearly indicated and the timescales clarified. If these timescales are not considered achievable, then a response should be sent and revisions agreed and confirmed.

It is the responsibility of each party to ensure that communications by email and letter are successfully transmitted and that file records are maintained of transmissions.

### **1.5** Circulation of Correspondence

Correspondence is required to be communicated to key parties involved in the project if it specifically is intended for them, or copied to them for information, updates.

### **1.6** Telephone and Email

Where a telephone call is not answered the protocol should be to respond within 4 hours or the next working day if a message is left in the late afternoon or evening. To help positive communication and planning, voicemail and out of office messages should be current and indicate whereabouts and return times.

The same rules as general correspondence should be used for email messages. Large email attachments should be avoided where possible and advance notice given where absolutely necessary. Please note it is not always possible for Ealing Council staff to send either very large documents in accordance with the LBE Information Technology policies and guidelines. Zip files cannot be received by LBE.

### **1.7** Meetings

All design meetings, engagement or otherwise, will be led by the Contractor unless specifically organised by the school. It is appreciated that the school attend meetings to support and contribute to the design process, facilitation of the works on site, and communication with parents, governors and local stakeholders'.

Monthly Progress Meetings will be chaired by the Project Manager.

There are a range of meetings proposed with the intention of involving, communicating with and informing the school and other stakeholders not only regarding design proposals but within a framework of contractual meetings with the contractor to review progress and programme, and as an advisory, information facility to benefit parents and governors.

The meeting organiser is responsible for sending out the meeting invitation and confirming the purpose of the meeting along with required attendees. Generally, formal meetings should have an agenda circulated 48 hours prior to the meeting indicating the purpose, time, venue, subject headings and if appropriate, other attendees and duration.

The meeting organiser is responsible for chairing the meeting, recording the actions / outputs and sharing these with relevant parties, unless an alternative minute taker has been agreed. Minutes should be circulated within 5 working days and be kept concise and accurate. Actions should be allocated and timescales given for actions to be completed.

## Schedule of project meetings with St Mark's School

Meeting	Frequency	Attendees	Chair/ Minutes	Purposes	Outline Agenda
<b>Pre-Construction Questions and Answers Session</b>	<b>Prior to start on site (week commencing 23rd May 2016)</b>	<ul style="list-style-type: none"> <li>• Main Contractor</li> <li>• School</li> <li>• LBE Project Manager</li> <li>• Parents</li> <li>• Governing Body representatives</li> </ul>	LBE PM	To enable the Contractor present proposals to key stakeholders on the management and organisation of the project and explain the impact and how school operations will be maintained.	Introduction Programme, Phasing overview Progress of Project Site management Considerate contractor Communications / site issues / lines of contact News Letters Events / Open days Health, Safety and welfare Key issues and concerns
<b>Client Design Workshops</b>	<b>Fortnightly or as required during relevant design stages from start of mobilisation</b>	<ul style="list-style-type: none"> <li>• School</li> <li>• Contractor</li> <li>• Architect</li> <li>• Engineers</li> <li>• LBE Project Manager</li> </ul>	Contractor	To progress the detailed design to facilitate procurement and implementation of the works	Specific areas of design, to be determined during planning of scheme Contractor to determine agenda in line with Procurement and construction programmes
<b>Site Progress Meetings (construction progress) - From start on site of Phase 1 to practical completion of Phase 3</b>	<b>Monthly from start on site.</b>	<ul style="list-style-type: none"> <li>• Main Contractor</li> <li>• School representative</li> <li>• LBE Project Manager</li> </ul>	LBE Project Manager	Discussion of relevant ongoing construction issues	Health & Safety / CDM Progress against Programme Detailed Works Progress Procurement Progress Design Progress Planning Information Required Statutory / Utilities Planning condition discharges Building Control Progress Instructions / Change Control Provisional Sums Client / school matters Risks Any Other Business
<b>Site co-ordination</b>	<b>Weekly Co-ordination meetings</b>	<ul style="list-style-type: none"> <li>• Site Manager</li> <li>• School</li> </ul>	Notes by Site manager	Site management co-ordination	Works, Site Issues, management of health and safety

<b>Meeting</b>	<b>Frequency</b>	<b>Attendees</b>	<b>Chair/ Minutes</b>	<b>Purposes</b>	<b>Outline Agenda</b>
<b>Day to day co-ordination with contractor</b>	<b>As required</b>	<ul style="list-style-type: none"> <li>• Site Manager</li> <li>• School</li> </ul>	Email relevant notes where required	To resolve day to day issues	Deliveries Any works outside the compound Noisy works Co-ordination matters.
<b>Governors / Sub-committee Meeting – Specific to Bulge Project</b>	<b>Quarterly</b>	<ul style="list-style-type: none"> <li>• School</li> <li>• Governors</li> </ul> (LBE Project Manager and Contractor - Attendance on request by school)	LBE Project Manager	Communication with Parents, Issues, Addressing Concerns	Health & Safety Progress against Programme Information Required Statutory / Utilities Client / school matters Risks Any Other Business