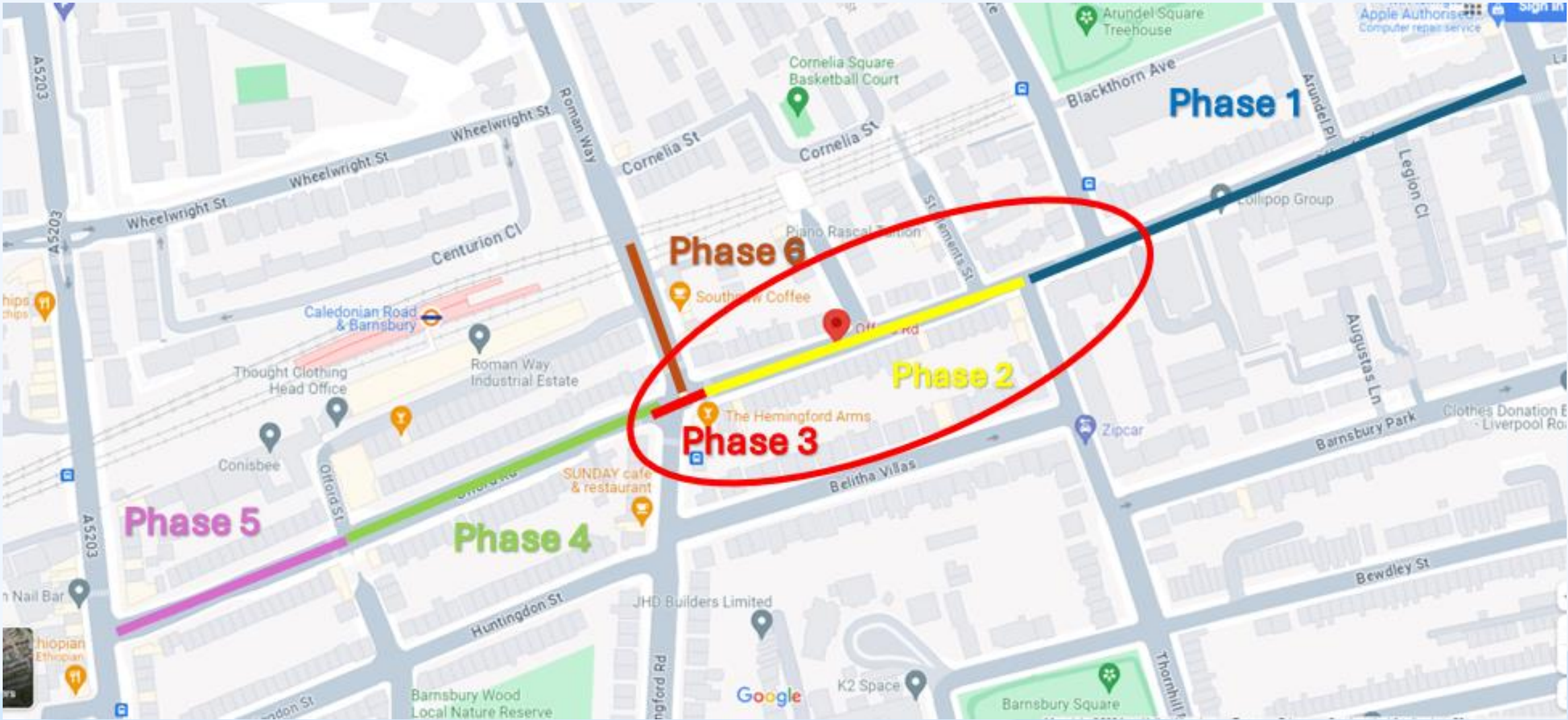




It's everyone's water

Offord Rd Trunk Mains Replacement

Original phasing



Original phasing

Ph1 – 10 weeks– Impacts Bus Service

Ph2 – 8 weeks– Impacts Bus Service

Ph3 – 3 weeks – Impacts Bus Service

Ph4 – 6 weeks

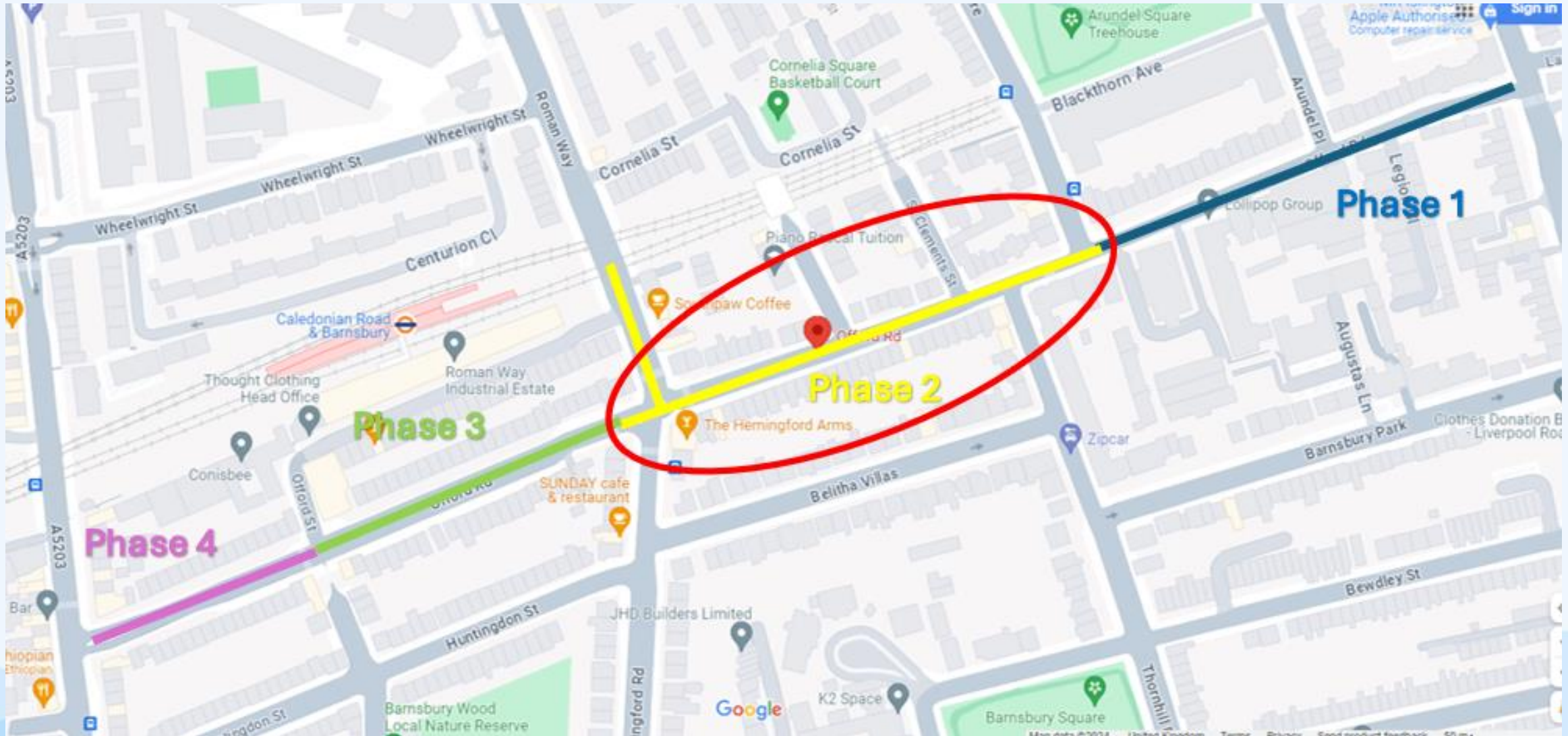
Ph5– 6 weeks

Ph6 – 4 weeks

Caledonian Rd Connection/Rd crossing – 4 weeks

Total duration for Offord Rd = 37 weeks

Reduce Bus impact phasing



Reduce Bus impact phasing

Phase 1 – 05/08/24 - 8 weeks – 208m

Phase 2 – 10 weeks (2 teams to complete) 240m Offord Rd/55m Roman Way – Impacts Bus Service

Phase 3 – 6 weeks –160m - Demobilise site for Xmas period

Phase 4 – 6 weeks – 120m

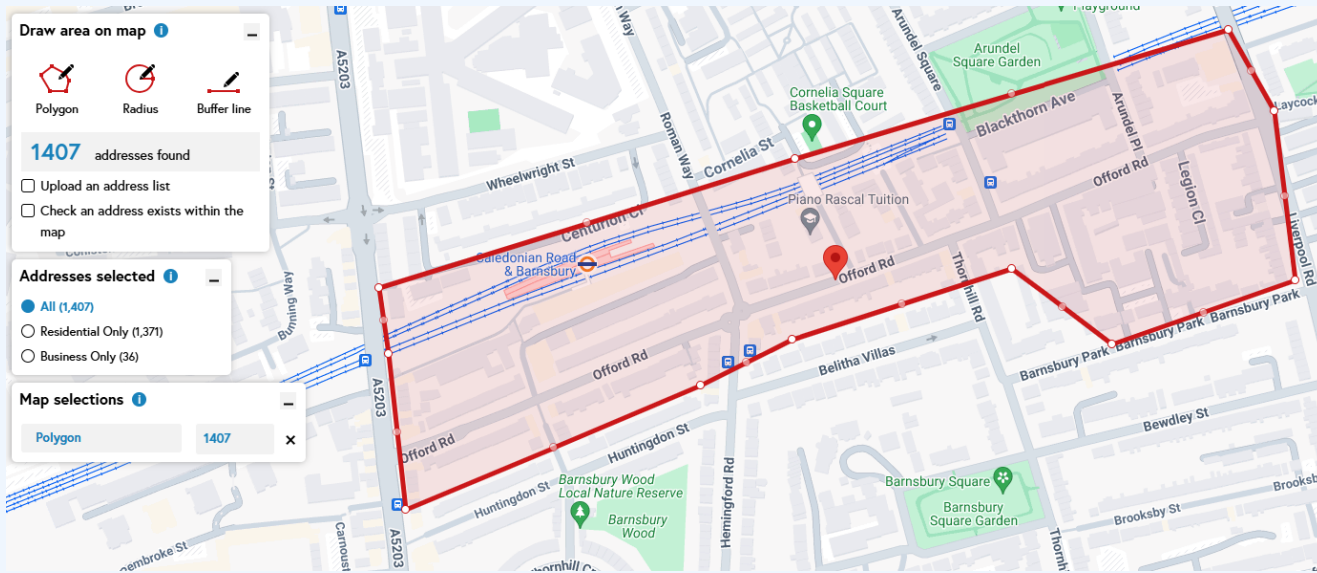
Caledonian Rd Connection/Rd crossing – 4 weeks

Total duration for Offord Rd = 30 weeks

This programme would combine multiple phases into single phase meaning Bus service disruption could be reduced from 21 wks to 10 wks

Stakeholder & Customer Engagement Plan

Proactive Customer Engagement



1,407 residential properties

- Properties near the works over the duration of the project

26 businesses

- Primarily residential properties – convenience stores and public house#
- Start letters: w/c 15th July 2024

Drop-in sessions:

- Mobile Drop-in session on Offord Road (near junction with Roman Way) 23rd July – 12pm to 6pm
- West Library 23rd July – 6pm to 8pm



Proactive Customer Engagement

Customer Impact Assessment

We conduct a customer impact assessment to identify potential issues associated with the upcoming works:

- Vulnerable customers
- Traffic management (traffic lights, parking bay suspensions)
- Public Transport (bus routes, stations)
- Impact to residents (access, noise)
- Impact to businesses (deliveries, parking, access, loss of business)
- Access to schools, hospitals and places of worship



Minimising “Disruptive works”

We work with communities to minimise the impact of our works:

- Drop-in sessions
- Door-to-door engagement for businesses related to deliveries, parking and access

Consistent & Effective Communication

- We issue start letters prior to the project start, the timing is dependent on the impact to the community (2-6 weeks in advance), giving residents and businesses enough notice to make plans accordingly or provide additional feedback
- Update political stakeholders - MPs and ward councillors
- Use nearby schools' communication networks to notify parents and families of upcoming works
- Use of local WhatsApp / Facebook community groups to disseminate information
- Regular progress updates as we move through the project phases

Overview of Community Impacts & Solutions

The main community impacts we have encountered on large-scale water mains projects:

Impacts	Solutions
Vulnerable Customers	<ul style="list-style-type: none">• Identify vulnerable customers and invite them to sign up to the priority services.• Contact made with identified vulnerable customers to establish any assistance they may require.• Working with residents to maintain vehicle access for vulnerable residents and emergency services
Residential parking disruption	<ul style="list-style-type: none">• Support from our teams to assist with access, where appropriate• We don't offer compensation for loss of parking spaces directly to customers as we directly pay the local authorities for any parking bay suspensions. It is our view that the Local Authorities should then pass on that compensation to the residents.
Access disruptions to Places of worship, schools, medical centres, Waste Removals	<ul style="list-style-type: none">• Access for schools, places of worship and other essential community facilities are maintained, including refuse collection
Loss of Business	<ul style="list-style-type: none">• If any business feels they have been financially impacted by our works, we will work with them to help assess a loss of business claim, where they may be eligible to receive compensation.
Impacts to main bus routes	<ul style="list-style-type: none">• Working with local authorities at the planning phase to ensure disruption to bus routes are kept to a minimum
Impacts to businesses and residents should water mains be switched off.	<ul style="list-style-type: none">• We notify residential customers 48hrs in advance and commercial customers 72 hours in advance that their supply will be interrupted for a short time if a new main is being connected.

Updates / Signage



- Signage to include progress bar of scheme
- Co-branded images on some fencing panels highlighting collaboration
- QR code updates on fencing panels



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Any questions?