

6.1.3 Around seven construction vehicle arrivals and seven construction vehicle departures are expected on a typical day. The peak demands can be accommodated on the transport network with minimal impact.



# 7 IMPLEMENTATION, MONITORING AND UPDATING

## 7.1 IMPLEMENTING

- 7.1.1 The Contract Manager shall be responsible for implementing the delivery schedules and ensuring all deliveries are fully in compliance with the detailed procedures above.
- 7.1.2 The Contract Manager shall appoint qualified Traffic Marshals who will be responsible for all deliveries – from booking them in, to marshalling them to the offloading bay and record keeping. The traffic marshals will undertake specific training, including operating the temporary traffic signals if required to minimise disruption to through traffic.
- 7.1.3 Procedures will be implemented to ensure effective liaison with the neighbouring properties, adjacent residents and local community through:
- ⊙ Any circulated newsletters will be displayed outside the site entrance, along with letter drops to nearby residents when construction activities are likely to affect the local residents
  - ⊙ Information boards mounted at the site entrance will provide details of the following information:
    - Developer/Contractor details;
    - Local Authority details;
    - Nature and duration of the project;
    - Principal milestones of the project;
    - Site operating times; and
    - Site management names and contact details.
- 7.1.4 This will also enable the local community to raise any concerns about construction activity and traffic. If a concern or complaint is received, the matter will immediately be referred to the site manager, who will record the matter and raise it to the management team, who will investigate. The site management team will record the date, time and reason for the complaint and what action has been taken to investigate and respond to the complaint.

## 7.2 MONITORING

- 7.2.1 Data sharing remains a key principle for the success and continuous improvement of construction. A list of items will be agreed upon, and specific data will be disseminated. This will include:
- ⊙ Compliance
    - CLOCS compliance – suppliers to provide pre-qualification evidence
    - FORS compliance – suppliers to provide pre-qualification evidence
    - Routing compliance – to be monitored through resident feedback



- No staff car parking
- ⊙ Data from the delivery scheduling system and the recorded log of vehicle movements to the site including:
  - Vehicle type and size
  - Duration on site
- ⊙ Safety issues, including any injuries or near misses recorded in the site logbook
- ⊙ Breaches and complaints
  - No construction vehicles will be allowed to travel off the identified inbound, and outbound routes and no waiting will be permitted on the access or egress routes. We recognise that the neighbours and residents along the routes are often best placed to advise if drivers are not complying with these requirements. Residents will be able to contact the Site Manager to report any non-compliance. For a first offence, suppliers will be reminded of the site access route requirements. For a second offence, suppliers will have a 5% proportion of their load fee withheld. For a third offence, suppliers will be replaced.
- ⊙ Staff Travel Plan

7.2.2 The traffic marshal shall keep a record of every delivery such as:

1. Number of vehicle movements to site
  - ⊙ Total
  - ⊙ By vehicle type/size/age
  - ⊙ Time spent on site
  - ⊙ Consolidation centre utilisation (if used)
  - ⊙ Delivery/collection accuracy compared to schedule
2. Breaches and complaints
  - ⊙ Vehicle routing
  - ⊙ Timing of delivery
  - ⊙ Unacceptable queuing or parking
  - ⊙ Adherence to safety and environmental standards & programmes
  - ⊙ Low Emissions Zone (LEZ) compliance
3. Safety
  - ⊙ Logistics-related incidents
  - ⊙ Record of associated fatalities and serious injuries
  - ⊙ Ways staff are travelling to the site
  - ⊙ Vehicles and operators not meeting safety requirements



### 7.3 UPDATING

- 7.3.1 The procedures shall be reviewed through the different phases of the programme. If anything is not working well, or there are improvements that can be made, these shall be documented, agreed with highways (if necessary) and put into action and monitored accordingly.
- 7.3.2 The CLP will be kept on-site and updated by the Principal Contractor in consultation with the Highway Authority.



# APPENDIX A

CONTEXT PLANS



Key

Site Boundary

Public Transport

- TfL Bus Stops

Amenities

Supermarkets

Place Of Worship

Devehurst Gardens

Rosecroft Gardens

Playing Field

Allotments

Barreby Close

Rowntree Road

Gould Road

Crane Road

Norcutt Road

Warwick Road

Hamilton Road

Talbot Road

Marsh Farm Road

Lion Road

Lansdowne Close

Albert Road

Laurel Avenue

Lion Avenue

Edwin Road

A305

GEMS Twickenham Primary Academy

Albion Road

Knowle Road

A305

Heath Gardens

Heathlands Close

100 m

0









50

A305

A311



### Key

-  Site Boundary
- Public Transport**
-  TfL Bus Stops
-  Railway Station
- Amenities**
-  Supermarkets
-  College / University
-  School
-  Medical Care
-  Place Of Worship

