**White City Central Construction Group**

**17th October 2023 7pm**

**Our Lady of Fatima Church Presbytery**

**MINUTES**

**1. Present**

Shakirah – Resident Chair

Fr. Richard Nesbitt

Michael

Tom

Agnes Marsden Jeeves – H&F

Sam Beak – H&F

Peter Goodrick – H&F

Actions from previous minutes

* Social value presentation and mind map circulated to CWG mailing list
* List of stakeholders sent to Shax and FR. Tbc how to engage these groups in CWGs activities.
* Digital inclusion/wider engagement. Needs continued work- H&F cannot create/moderate a social media page, will use existing channels such as council website. CWG members can set up social media page if they would like, and H&F can provide content to assist.
* Shax to develop mini proposal for digital engagement in the community

**2. Procurement process recap and CWG involvement**

* Brief overview of the White City Central project for new members
* Recap of work done by the CWG group so far and future activities; procurement, monitoring of the construction process
* Discussion on how new members found out about the group and best way to communicate with residents
* Agreed that a range of communication methods needed; post, email, posters, noticeboards, website, texts etc.

**3. Workshop on Invitation to Tender Questions**

Discussion to formulate the questions for inclusion in ITT. Centred around concerns during development and how to formulate questions in a way that offers best evaluation opportunity for the group.

Agreed that the group do not want to duplicate questions that H&F will already ask in the tender e.g. traffic management plan?

Communication

Concerns about noise, dust, traffic etc

Residents need to understand what is going on, how long for, how they will be affected via effective communication.

* Group agreed communication during construction will be key.
* Agreed that a range of communication methods needed; post, email, posters, noticeboards, website, texts etc.
* Some residents will not be engaged or interested or may face other barriers to finding out about the project; not speaking English, no internet, accessibility requirements. Important that these needs are assessed to find out best method of communication.
* Residents could opt for preferred method of communication. Potential to target specific information to groups that some activities may affect most e.g. in one area of the development, or school communities etc.
* Idea that flexibility should be built in to the contractor’s approach to communication; evaluate what is working and adapt approach during the project. Are people getting right amount of info? Are they engaging with it? Can they find answers to questions they have?

Accountability

* Residents would like to understand how the contractor can be held to their deliverables and how they will develop metrics that the CWG can help monitor and advise on.
* Giving residents certainty and transparency in information will be key to working with the community and keeping them up to date.

Evaluation

* Group considered what question format would be best to allow them to evaluate contractors.
* Asking for case studies could help evaluate different approaches e.g. to previous resident complaints at development projects on live estates
* Want the contractors to provide a tender response that is relevant; could the CWG preface the questions with info about the community. Possibly in video form?

**4. Wider community engagement**

CWG want to engage with wider community about these questions.

* H&F to set up a website survey asking for ideas of question or themes to shape the community questions in the ITT
* Engage young people to help make content for the group?
* Videos are engaging, especially for young adults and children. Will help them understand what is happening, especially if they will be living with the building work for several years. Videos targeted for kids e.g. about the playgrounds so they can be excited for what is coming. Videos should have subtitles for accessibility.
* Holding events like the playground consultation is a good way to engage

Future engagement – contractor can arrange site tours?

**5. Any Other Business**

Discussion of role of the CWG, do not want to repeat information in meetings.

Want online space to share documents within the group.

**Actions**

* Shax to prepare mini proposal on CWG social media site
* H&F to look into file sharing space for the group and add CWG info to existing website
* H&F to set up survey on questions & themes
* CWG members to think about short videos to raise awareness of the group