

## Tara Edgar

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**From:** Michael Blake  
**Sent:** 25 August 2009 17:56  
**To:** Clelland Gil N; [steve.beattie@carillionplc.com](mailto:steve.beattie@carillionplc.com); Mann Mike  
**Cc:** Graeme Barclay; Tara Edgar  
**Subject:** Richard Jeffrey Letter to Leith Walk Businesses  
**Attachments:** Leith Walk Update - Exec Letter.docx

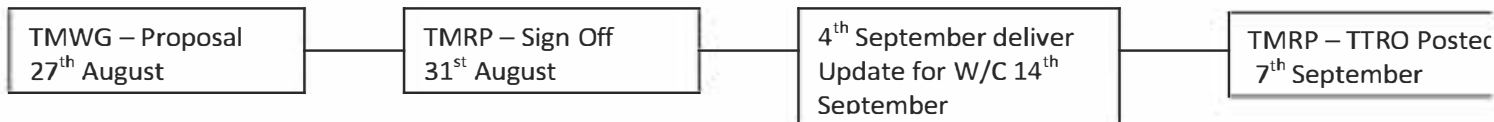
All,

Please find attached for your information a letter from Richard Jeffrey that is being distributed today to all of the businesses on Leith Walk.

Whilst the letter is particularly referring to Leith Walk, the principles in the letter are transferable to all of our current and future work areas.

I would ask that you pay particular attention to the comments regarding strict adherence to a minimum of 7 day notice for new works. The notice, that will be issued by the tie Comms team, will be issued via written communication and not via verbal communication. Granted, genuine emergency works will be communicated in a more bespoke fashion depending on the type and location of the given genuine emergency. This therefore means that at worst the following timeline will apply with regard to TMRP approval of new works and the subsequent communication of new works and/or TM changes that form part of a wider TM strategies for an area. If it is possible to reduce this period by issuing written notices on a different day than a Monday then we will endeavour to do this but at worst as mentioned above the following will apply:

Proposed (worst case) timeline:



We will write formally to confirm the above and attached. However in the meantime please communicate the attached and above to the relevant personnel in Carillion. Please do not hesitate to come and see me if you have any questions, require any further information or wish to discuss further.

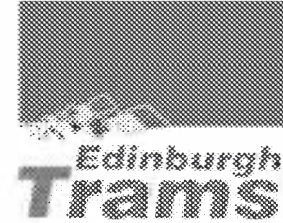
Regards  
Michael

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For more information on the Edinburgh Tram Project, visit [www.edinburghtrams.com](http://www.edinburghtrams.com)



As someone with a strong interest in Leith Walk I thought it was timely to provide you with an update of everything we are doing to help and assist Leith during the tram project.

I am well aware that the utility works have caused disruption on Leith Walk, and that this has come at a time when the economy generally has been under severe pressure and the combination of these events has made trading difficult for everyone.

Things have not gone as well as we had hoped or promised across a wide range of areas on this project and this has caused frustration and annoyance to everyone, which I am very conscious of.

Thank you for your patience and please accept my sincere apologies where the project has caused disruption and inconvenience to residents, visitors and businesses.

I do believe that Trams will transform transport in Edinburgh, and in so doing will lay the foundations for further economic growth and development of the city. In our discussions with local businesses the three things that come across most strongly are the desire to attract more visitors to Leith, the desire to attract more businesses, and the desire to regenerate the area. I firmly believe that trams will do all of this, and more.

With more than 2 years still to go on this project I fully understand that the future benefits may feel a long way off, and that there will be further disruption to come, and that my apologies and promises of better things in the future will sound a little hollow if we do not do practical things to improve the situation on the ground now. I have set out a list of the things we have done, and are doing to try to minimise and mitigate against the disruption caused. I also know that trust is damaged and that we can only rebuild this trust through actions, not words. It takes time to make things change and I cannot promise an overnight transition, but hopefully over the coming weeks things will improve.

The specific steps which we are doing are set out below.

Accurate and timely information on works sites

We have implemented a revised approach with our contractors and the statutory utilities to enable us to more consistently predict and inform people of the start and finish of works. We will redouble our efforts to ensure that the information provided on notice boards, site signage and traffic regulation orders is consistent and correct. This revised approach includes a daily review of progress and any potential impact on completion times or arrangements. If dates change, which they may, we will ensure that this is communicated in good time.

We will be strictly adhering to minimum 7 day notice requirements for new works and if genuine emergencies arise, they will be communicated to all of the attached stakeholders by the dedicated project manager and customer account manager.

### Traffic and Pedestrian Management Arrangements

Enhanced pedestrian and vehicle signage is being prepared and implemented to ensure all affected streets and the alternative access arrangements are easily understood. This includes specific current examples at Elm Row and on the west side of Leith Walk opposite the Playhouse.

Incorrect contractor parking, both within and outwith worksites is being addressed by withdrawal of CEC permits, strong challenge and enforcement of compliance, including ticketing and removal of offending vehicles by city parking attendants.

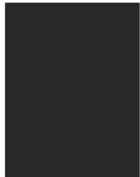





The central barrier at Leith Walk will not be removed until main tram construction works are undertaken at that section of Leith Walk. It is possible to install additional crossing points in the barriers. This was considered in December 2008 and the directly affected businesses were consulted on the local impact on parking and loading restrictions.

Their choice at that time was to maintain the parking and loading facilities rather than enhance pedestrian crossing routes.

### Enhanced Project Management Visibility

The Project team has been refreshed and reinforced with geographically dedicated Project Managers, Supervisors and Customer Account Managers across the city centre. Their physical focus will be on site and on work, managing the day to day activities, engaging with the stakeholders and solving difficulties.

The key contacts for Leith Walk are:

	<u>Day</u>	<u>Out of Hours</u>
Graeme Younger	0131 	
Alf Orriell	0131 	
Gordon Christie	0131 	

The key contacts for Constitution Street are:

	<u>Day</u>	<u>Out of Hours</u>
Malcolm Butchert	0131 	
Caroline Weinz	0131 	

The 0800 number is manned 24 hours a day but may divert to an answer machine if the operator is busy. Routine calls should be made to the daytime numbers during normal working hours.

### Code of Construction Practice

tie is monitoring and measuring compliance with the Code of Construction Practice, and using the additional managers dedicated to Leith walk (above) we will be paying much closer attention to the behaviour of the contractors on site. As part of this process, worksites are challenged to ensure they are as small as they can be to allow safe and effective operation.

This enhanced presence will be used to improve compliance and reporting. Our performance will be reported on both [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk) and [www.edinburghtrams.com](http://www.edinburghtrams.com) websites.

In addition to addressing the specific areas of concern, we are also pro-actively working with stakeholders to enhance and support the area. In particular;

#### Economic/Business Activities

Working with the Economic Development team at Edinburgh City Council, we are reviewing a suitable premise for a business centre which will be based within Leith Walk, initially probably for the period of one year. The core funding for this is being met jointly by **tie** and CEC. The business centre will act as a hub of advice for the area, providing regular and accurate information on the tram based activity; acting as a centre for business advice including for example marketing and website information; Business Gateway Support; local Neighbourhood Partnership as well as acting as a hub for local information. We are also working with the new businesses that are setting up in the area.

#### Branding of Leith Walk

There is also a co-ordinated plan for rebranding of the Walk. This is being carried out through the Leith Walk and West End business co-ordinator. This piece of work is looking at how we can extend the "I love Leith" bannering, introducing new billboard size signage at the location of two of the four new hotels who are coming into the Walk (this will also depict the new hotels and brand of the tram); consideration of where to indicate the Leith Walk tramstop signage and using some of the vacant shop windows to display visual graphics of the image of the tram.

There has also been a series of discussions with Constitution Street as well as with some of the traders in Leith Walk about the concept for an International Area potentially including an International Food Zone.

Consideration is also being given as to how to rebrand the old depot building towards the Foot of the Walk. One thought for this is to look at whether it might be possible to invite some sort of community mural on the wall of the building.

I hope you find this update helpful and if you require any further information, please do not hesitate to contact one of our staff using the details in this update.

Regards,



Richard Jeffrey, Chief Executive.

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