

Managing the Effects of Construction



The Crossrail works are complex and of a scale not seen for decades. They will require careful management. The key aims are to minimise disruption to local residents and businesses, reduce the impact on the road and transport network and to keep people informed.

The Crossrail Act 2008 gave the powers to build the railway. It also established the formal standards that the construction process must stick to. These are explained in Crossrail's Environmental Minimum Requirements and the Construction Code, which are available at crossrail.co.uk

There has been liaison for several years with local councils, as well as with local organisations, residents and businesses to help plan the construction works. These will meet best practice standards and will be subject to tough controls, including those laid down by Parliament and local considerate contractor schemes. Local councils will have the power to ensure that works fall within agreed standards.

When contractors are in place, their community relations representatives will distribute information about the works and provide a first contact for local communities. Crossrail's Helpdesk on 0345 602 3813, available 24 hours a day, 7 days a week, will also provide answers to questions and act on complaints from members of the public. They will work alongside contractors to speedily resolve any problems that might occur.

In addition, the independent Crossrail Complaints Commissioner will decide on any complaints about Crossrail construction that cannot be resolved.

At every site Crossrail will liaise closely with local authorities, local representatives and other interested groups to manage and minimise the effects of construction. At the sites where Crossrail construction is just one part of a wider package of investment such as Tube station upgrades or rail improvements for example here, at Tottenham Court Road, this model of partnership working is already established.