

# infrastructure cōrdination development

## WHO WE ARE

The Mayor's Infrastructure Coordination Development Service is a bespoke offer, created in partnership with London Boroughs for developers. Our team of skilled and dedicated Infrastructure Coordinators successfully works within boroughs,

transforming the way in which infrastructure works are managed for developments. We reduce the risks associated with utilities and highways; improving viability, minimising disruption, reducing costs and preventing delays.

## HOW WE CAN HELP

The Infrastructure Coordinators offer both the technical infrastructure expertise and local stakeholder knowledge required to proactively prepare for works and engage efficiently with utilities and the Borough.

This, combined with the support of the wider GLA network and tailored data resources, results in a higher quality of both pre-planning and delivery support services than available from conventional consultants.

## THE CHALLENGE

We know that more can be done to support developers with the complex processes required to connect into local infrastructure networks.

Our research\* with London developers has found that, as a result of connecting to utilities networks:

**79%**

Have **experienced disruption** as a result of connecting to the utilities networks

**43%**

Say that their investments have been **significantly disrupted**

**62%**

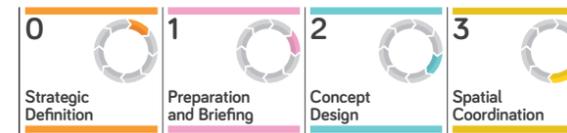
Have had **unforeseen costs** from utilities disruption

**98%**

Say that the disruption had **caused delays**

\*Data taken from 'Making Utilities Work for You' Survey 2019

### Pre-planning Services



- Utilisation of the GLA's digital tools to support preliminary infrastructure coordination activities and spot checks of sites
- Draw on relationships with the GLA, utilities providers and key infrastructure stakeholders to identify key infrastructure constraints, opportunities and risks
- Offer up strategic infrastructure solutions to key challenges through collaboration and communication with stakeholders

### Delivery Support Services



- Continue to support coordinated programming of infrastructure works and liaison with utilities teams
- Conduit to the Borough's Highways and Streetworks teams
- Assistance in arrangement of highway licenses, s278, permits and traffic management
- Lead coordination with other nearby development sites to ensure collaborative delivery of infrastructure

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## WHY CHOOSE THE DEVELOPMENT SERVICE?

### Borough Expertise

Our expert coordinators work closely with Local Authority teams, understanding authority processes and unlocking coordination between separate departments and stakeholder groups.

### Direct Line to Utilities Companies

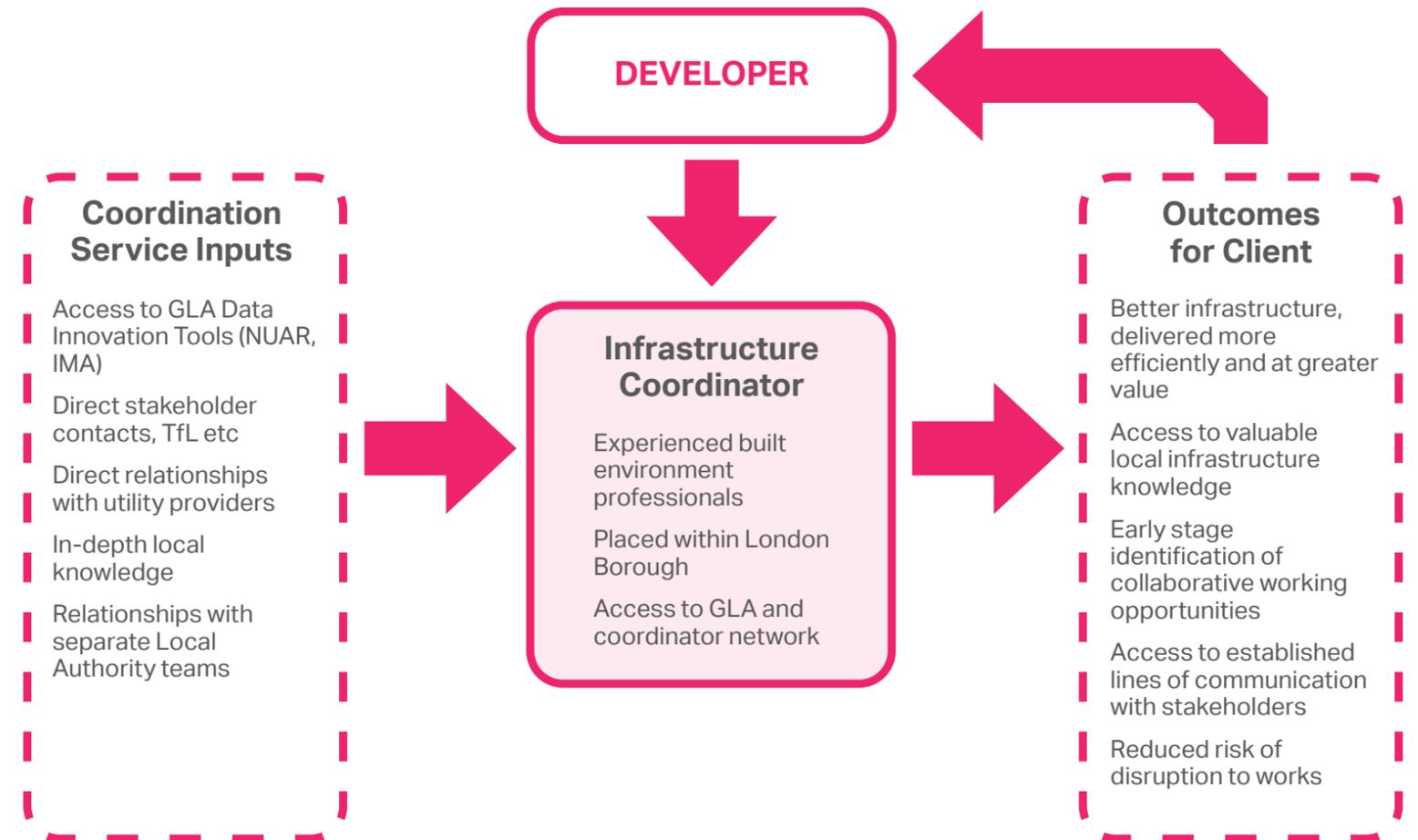
We use extensive data collated from utilities companies to consider existing and future underground utilities. Our direct connections enable us to unblock coordination challenges through all project stages, working collaboratively with the Client team.

### GLA Network

We have access to exclusive GLA resources and connections, enabling us to provide strategic advice on infrastructure at the very early stages of projects as well as helping to identify future opportunities.

### Long-term Value

As part of the GLA, we are an impartial and civic-minded resource, providing the development service at cost-rate, with the ultimate goal of promoting good growth in London.

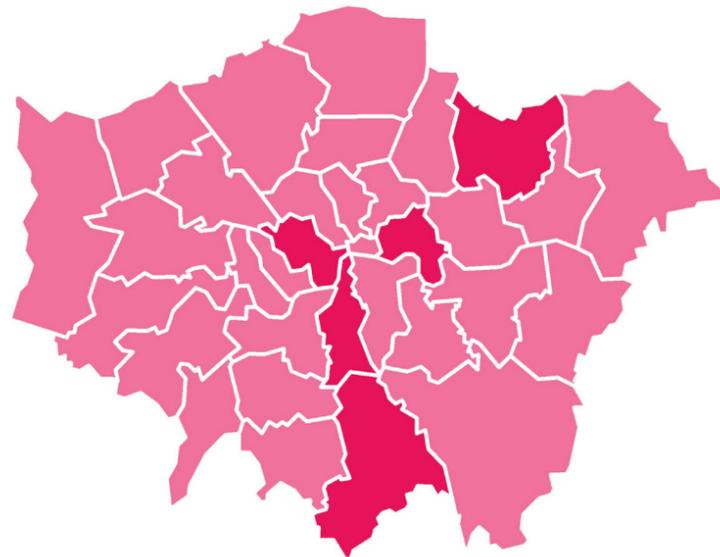


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## MEET THE TEAM

The Infrastructure Coordinators form a team with an impressive breadth of infrastructure knowledge and expertise. Our diverse experiences as built environment professionals allow us to harness the tangible benefits of infrastructure coordination for Boroughs, developers, utilities providers and the wider community.

We have successfully delivered many complex infrastructure projects across both the private and public sectors, with specialisms ranging from structural engineering and architecture to project management and infrastructure design.



## GET IN TOUCH

Talk to us about current or future projects:



**Molly Strauss**  
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**Kosh Kar**  
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**Rachel Sandbrook**  
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**Colin Rose**  
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## DOROTHEE WOOLLARD



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Dorothee has over 20 years of experience in engineering design and consulting at Arup and Foster + Partners, specialising in public health and environmental water services, covering building and sitewide designs as well as large scale masterplans and their utility provision.

Leading the Infrastructure Coordination Services at LB Tower Hamlets as part of a new Development Coordination team within the wider Infrastructure Planning Service, Dorothee facilitates liaison between developers and utility asset owners to efficiently deliver utility connections and proactively reduce disruption, timescales and cost.

As part of the growing network of Infrastructure Coordinators, Dorothee is sharing best practice, informing local policy and plans as well as researching, developing and implementing innovative infrastructure that contributes to more liveable, healthy and sustainable places.

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## NICOLA COPPEN



Infrastructure Coordinator  
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Nicola Coppen works at Westminster City Council and was the first Infrastructure Coordinator to be placed as part of the new London-wide Infrastructure Coordination Service, in partnership with the GLA.

Nicola plays a key role in providing design advice and coordination, informing policy and plans, and in developing and implementing innovative infrastructure that contributes to more liveable, healthy, sustainable and biodiverse places.

Nicola has extensive Project Management experience, managing multi-utility projects from feasibility to project handover for organisations including UKPN and Thames Water. As Utilities and Infrastructure Project Manager for Ebbsfleet Development Corporation, Nicola secured HM Treasury approval for a ground-breaking business case that enabled Government to invest in electricity infrastructure for the first time, unlocking the electricity deficit for Ebbsfleet Garden City.

A volunteer Leader within the Scout Association, Nicola is passionate about promoting her industry to others and to raising the profile and reputation of infrastructure. She is often the 'go-to' person for 'it hasn't been done before' tasks – which really helps with informing policy makers and encourages collaboration and cooperation with successful outcomes.

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## JONATHAN KEEN



Infrastructure Coordinator  
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Jonathan is a built environment professional with experience in successfully delivering projects in the private and public sector in the UK. He has also got an international perspective gained from working with Transit Authorities in world class cities, such as New York City and London, while working at Imperial College London.

He is excited to use his extensive knowledge and experience to help deliver infrastructure works in London Borough Croydon to help reduce the impact of development on the residents, businesses and the environment. He aims to reduce Infrastructure's carbon emissions to help Croydon, and the UK, meet the reduction targets set out for 2050.

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## RACHEL SANDBROOK



Infrastructure and Development  
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Rachel is an experienced chartered Civil and Structural Engineer and was formerly an Associate Director at an award-winning engineering consultancy. She had delivered projects across a wide range of sectors, with particular emphasis on sport, cultural, educational and residential developments. Her project portfolio includes work at a wide range of scales, both in the UK and abroad.

She is highly experienced in bringing disciplines together to deliver excellent outcomes whilst addressing sometimes complex briefs and site constraints. She has worked for a wide range of clients and stakeholders and understands how to listen and draw out guiding motivations and objectives and to use these to form the basis for evaluating options effectively and finding great solutions.

Rachel has a long-held love for London, and for the dense and multi-layered infrastructure networks that make the city what it is. She is extremely excited to be working in her (original) home borough of Lambeth to deliver better joined-up infrastructure solutions that will improve the connectivity of the borough on many levels and for so many people.

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Colin is an architect and researcher. He completed his Engineering Doctorate at the Centre for Urban Sustainability and Resilience, UCL, where his thesis investigated waste infrastructure and the secondary use of building components in a circular economy. He is the winner of the 2020 Flemming Bligaard Award for his work on the use of waste wood to make cross-laminated timber. Prior to his doctorate, Colin was a project architect at Haworth Tompkins, where he worked on award-winning projects for the London Library, the Donmar Warehouse and the Royal College of Art.

At the London Borough of Redbridge, Colin has taken on the role of Infrastructure Coordinator, part of a pioneering London-wide infrastructure coordination service in partnership with the GLA. The service facilitates liaison between developers and infrastructure asset owners to proactively plan, design and construct London's infrastructure. Working with Planning Policy Team, Colin is playing a key role in providing design advice and coordination, sharing best practice, informing local policy and plans, and researching, developing and implementing innovative infrastructure that reduces disruption and contributes to more liveable, healthy, sustainable and biodiverse places.

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Kosh leads the Infrastructure Coordination Development Service at the GLA, working closely with London Boroughs, private developers and housing associations to help relieve the pressure on development viability, reduce disruption to Londoners and enable planning for growth.

Previously, Kosh was an Associate at Hawkins\ Brown Architects where he led large-scale multi-disciplinary projects within the infrastructure, masterplanning, residential and public realm sectors. His projects include leading the design and delivery of eight public realm sites along the central section of Thames Tideway Tunnel, developing a concept masterplan at Clapham Junction; integrating 5000+ new homes and multi-modal transport hub, the detail design of over-station development on Oxford Street, Agar Grove – the largest Passivhaus development in the UK and the on-site delivery of Liverpool St Crossrail Station.

Kosh believes that well-designed infrastructure can create significant benefits to surrounding communities - acting as a catalyst for sustainable long-term growth.

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