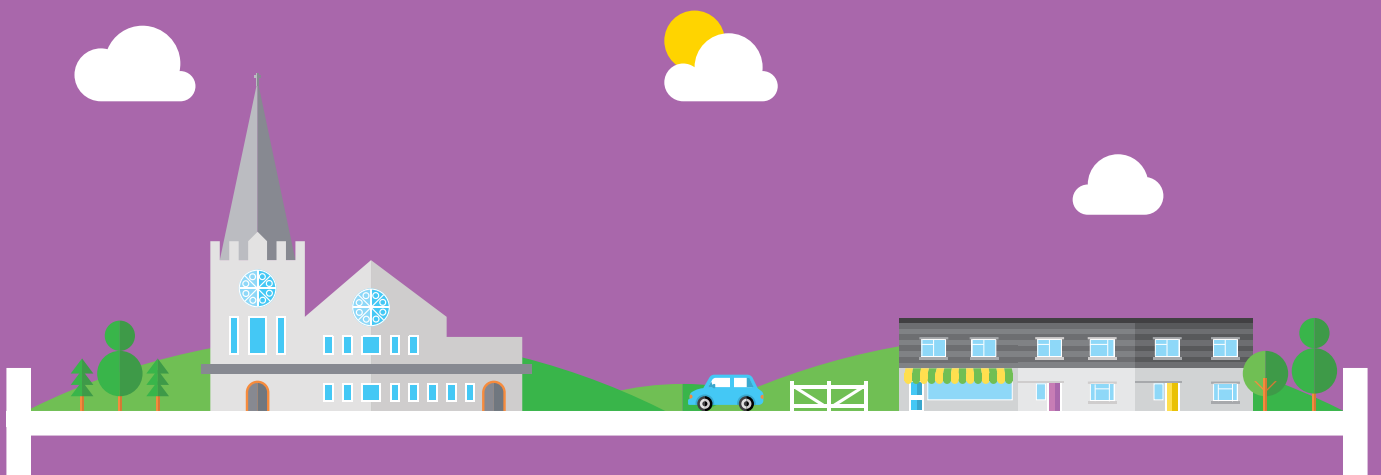


HS2

Being a good neighbour **Our progress**

July to December 2018





Department for Transport

High Speed Two (HS2) Limited has been tasked by the Department for Transport (DfT) with managing the delivery of a new national high speed rail network. It is a non-departmental public body wholly owned by the DfT.

High Speed Two (HS2) Limited,
Two Snowhill
Snow Hill Queensway
Birmingham B4 6GA

Telephone: 08081 434 434

General email enquiries: hs2enquiries@hs2.org.uk

Website: www.hs2.org.uk

High Speed Two (HS2) Limited has actively considered the needs of blind and partially sighted people in accessing this document. The text will be made available in full on the HS2 website. The text may be freely downloaded and translated by individuals or organisations for conversion into other accessible formats. If you have other needs in this regard please contact High Speed Two (HS2) Limited.

© High Speed Two (HS2) Limited, 2019, except where otherwise stated.

Copyright in the typographical arrangement rests with High Speed Two (HS2) Limited.

This information is licensed under the Open Government Licence v2.0. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence/version/2 **OGL** or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or e-mail: psi@nationalarchives.gsi.gov.uk. Where we have identified any third-party copyright information you will need to obtain permission from the copyright holders concerned.



Printed in Great Britain on paper containing at least 75% recycled fibre.

Foreword

One of our guiding principles is to be a good neighbour and respect the communities we are working with and the environment in which they live.

HS2 is the largest infrastructure project in Europe. We can't shy away from the impact we will have, but we can find ways to be actively involved with communities along the route to minimise these impacts, and maximise the opportunities that the Project will bring.

Over the last year work has progressed in earnest. We have made good progress with our enabling works on Phase One including land clearance, habitat creation, tree planting, demolitions, archaeology, road improvement works, utility diversions and the creation of site compounds. The Phase 2a Bill is progressing through Parliament as expected and we have delivered the consultation for the Phase 2b Draft Environmental Statement. The Project is already supporting some 7,000 jobs nationally.

As the Project advances, we continue to make good progress in our interaction with communities along

the route. Activity has significantly increased during 2018, with over 36,000 people attending 2,200 engagement events.

We have held events in and around Birmingham to seek feedback on the designs for the new Curzon Street and Interchange Stations, involved local residents in our heritage and archaeology work, developed new ways to help people understand what the plans for Phase 2b mean for them, and continued to improve how we handle enquiries and complaints from members of the public.

Although we have made good progress over the last year, we also recognise that there is still more work to do. As you will hopefully see in this second report, we are continually striving to be a good neighbour, we are listening to feedback from communities and will continue to identify ways we can improve for the future.

Mark Thurston
Chief Executive Officer,
High Speed Two (HS2) Ltd



What you'll find in this document

The journey so far	2
Community Engagement at a glance January to December 2018	3
Progress reports on our Community Commitments	4



The journey so far

Julie King, Director of Community and Stakeholder Engagement describes our journey so far, and what's coming next.

Our journey so far

Welcome to the second report on our progress towards being a good neighbour. Our aim is to put engagement with communities at the heart of what we do. This report brings together a number of case studies to help demonstrate what we've achieved so far.

2018 was an important year for us. We finished recruiting and building our local engagement teams. As a result, Engagement Managers are now based within communities along the whole line of route for Phases One, 2a and 2b. A large majority of our teams were locally recruited. On a daily basis they work with and support communities along the route of HS2. They all hold a regular programme of community events, both large and small, where communities can meet us face-to-face. In addition, we've expanded our community websites, and we now have 12 sites tailored for Phase One and Phase 2a where we can share local information.

Alongside our regular programme of community activities, we've been working to find new ways of engaging and reaching new audiences. In Phase One these include events focused on the history and archaeology of local areas. We've also held events to ask for the public's views on the design of key structures such as stations, bridges and viaducts. Across Phase Two, we've been updating and consulting communities impacted by the proposed route of the new railway. You will find case studies on all of these activities in this report.

We're listening to feedback so that we can identify how we can improve. We're hearing your views through our Helpdesk, in meetings with our stakeholders and every day when we're out talking to communities. Thank you to those of you who have shared your views with members of the team.

The next steps

Over 2019, our focus will be on reaching communities who may have lower awareness of the Project and ensuring that we engage with the diverse range of people along the route. We'll ensure that we engage about both the impact of the Project and the opportunities that are available.

2019 will see the implementation of our new HS2 Helpdesk team, focused on improving the customer service experience that we offer. The team will be based at our Headquarters in Birmingham and will work closely with our Engagement Managers based in communities. We'll also be raising awareness of our Helpdesk team to ensure that communities understand what the service offers and how to contact us.

Your feedback is important to ensure we continue to learn and grow as an organisation. Please let me know how you think we're doing, and what more we can do to further improve how we engage and involve communities. Details of how to contact us can be found on the back of this document.

Our next report will be published in autumn 2019.

Julie King

Director of Community and Stakeholder Engagement,
High Speed Two (HS2) Ltd



Community Engagement at a glance

January to December 2018

26,697

Helpdesk enquiries

9 out of 10

complaints resolved within
20 working days or fewer

92%

of the 447 complaints were
concluded at the first stage of
the complaints process

2,800+

pupils attended 59
construction safety workshops
at 37 schools across Phase One

82,500+

people visited the 12 local
community websites for Phase One
and Phase 2a with over 2,500
subscribers to the local community
websites since their launch

36,000+

people attended over 2,200 engagement
activities including meetings, drop-ins and
events across the whole route

Over £2.5m

of funding has been awarded to a total of 47
Community and Environment Fund (CEF) and
Business and Local Economy Fund (BLEF)
projects across the Phase One line of route

Our plan is to build and deliver the new railway in two phases.

Phase One will link the West Midlands with London. Construction on Phase One has already begun, and we expect passenger services to start operating in 2026.

Phase Two is being planned, and will link the West Midlands with Manchester, the East Midlands, South Yorkshire, Leeds and beyond.

We expect the first Phase Two passenger services to start running from the West Midlands to Crewe in 2027 and then onwards to Manchester and Leeds by 2033.



Commitments

1

We will continue to build respectful, long-term relationships with communities, and actively encourage our workforce to listen to local concerns and be considerate and accountable for their actions at all times.

As our workforce increases and our supply chain grows, we need to make sure that we're behaving consistently and in line with our Strategy. This commitment looks at how well HS2 Ltd staff and contractors understand and are behaving consistently with our Community Engagement Strategy.

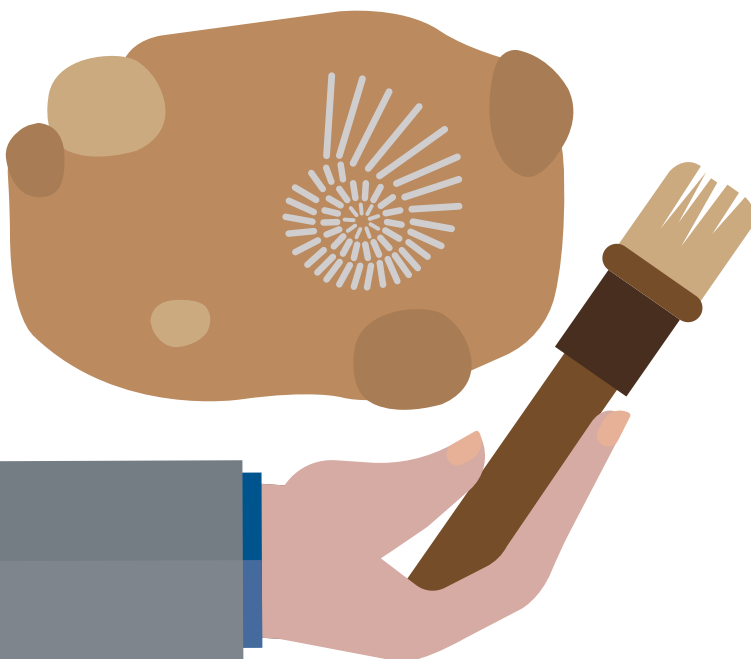
Indicator: Evidence that our staff and supply chain understand and are behaving consistently in line with our Strategy.

Q Case study

Building relationships with communities through involvement in archaeology and history

As part of the National Trust Heritage Open Days Festival, we held three public events in Birmingham, Stoke Mandeville and Euston. The events were a new opportunity to share our archaeology findings with communities along the route between Birmingham and London.

We saw over 400 visitors at the three events in September 2018. Among those attending in Birmingham were Brenda and Shirley, who both worked at Curzon Street station in the 1950s and were really excited to get back in the building for a guided tour.





Tania is a Camden resident working with our local construction partner. We met Tania at the National Temperance Hospital site, across the road from the University College London Hospital where she was born. As a Somers Town resident, she has seen many years of change in the area and brings valuable knowledge and understanding of the issues faced by local people.

Across the three events, 90% of people completing feedback forms told us that the quality of the information provided at the Heritage Open Day events was good.



On behalf of Bucks Archaeological Society please pass on our thanks and compliments to all involved, for an event well planned and executed... The various displays and presentations gave a well-rounded picture of the work to date and the remaining challenge presented by St Mary's."

Honorary Secretary
Buckinghamshire Archaeological Society

Listening and responding

You have told us that you want to be able to talk to us regularly, and that you'd like to have local and visible HS2 representatives in your area. In 2018, we saw a step change in our engagement activity, with dedicated local Engagement Managers based in communities along the whole route. There is now a regular programme of events and drop-ins for local communities to meet with us.

We'll build on this momentum in 2019 by:

- Continuing to hold regular local events along the line of route, so that communities and stakeholders can meet with us face-to-face on a regular basis.
- Focusing on broadening the ways we engage so that we can meet with a diverse range of the public in ways that suit them.



Commitments continued

2

We will work with communities to develop local two-way engagement and communication programmes and ensure that these are accessible and tailored to local needs.

While working with communities and our construction partners, we're actively developing tools and platforms that are tailored to local communities. We're ensuring that these are in line with the engagement approach defined in our Community Engagement Strategy.

Indicator: Our progress against our Community Engagement Strategy and our Local Area Engagement Plans.



Q Case study

Two-way community engagement on design across Phase One

Seeking views on station design in Birmingham

Throughout October we held a series of 13 local engagement events focused on the emerging designs for the new stations in Birmingham – Curzon Street and Interchange. The events saw over 1,700 members of the public viewing information about the design of the stations and sharing their opinions through a survey.

All of our events deliberately targeted a wide range of people from the local area, such as commuters and young people, by using a range of locations.

We also raised awareness of the engagement through targeted social media and our two local community websites for the area.

The feedback from the public at these events has been used by our design contractor to further develop the emerging designs of the new stations.

“

Absolutely love the design – we need to ensure that we make the most of the opportunity that HS2 offers to deliver a landmark building for Birmingham that is accessible for all and integrated with other modes of transport.”

Curzon Street event attendee



Involving communities in design in Wendover and Ballinger

Involving the community in the development of the design of key structures is an important part of our planning process.

In October 2018, we also held engagement events in Wendover and Ballinger on the design of the Wendover Dean and Small Dean Viaducts, and also the Green Tunnel South Portal.

Our teams and contractors talked to over 500 residents about the designs. They discussed how the designs have evolved to date and answered questions on subjects from noise to land acquisition.

Listening and responding

You told us that you want to be kept up to date with local and tailored information that is relevant to your area. You also told us that you want to see a range of different communication methods used.

We will:

- Continue to develop new methods of communication, to ensure that we're meeting the needs of diverse populations, engaging in the ways that meet their needs best.
- Publish Local Area Engagement Plans for Phase One communities and In Your Area updates for Phase Two so that all affected communities are informed about what is planned for their area.



Commitments continued

3

We will make sure communities are made aware in advance of any activities taking place in their area.

Our success depends on how well communities and stakeholders are informed about what's happening in their area. We are committed to delivering relevant and timely information about what we're doing, using a variety of digital and traditional methods that enable us to communicate with people in the way that's easiest and best for them.

Indicator: How well we're informing communities about the programme.



Listening and responding

You told us that you're worried about the impacts of construction. You want to be kept informed and up to date on works in your area.

Therefore, we will:

- Continue to issue advance notifications of planned works so that you know what work will be taking place in your area, when it will take place and how it will affect you.
- Keep communities in Phase 2b informed as the scheme design for the new railway develops.

Q Case study

Involving the community in public consultation in a range of ways in Phase 2b

In October 2018 we delivered the next phase of the public consultations for Phase 2b.

We held 41 information events from late October to early December, attended by over 6,800 people. Those attending these events were able to speak to a wide range of our experts about HS2.

Given the size and complexity of the consultation documents, we developed new ways of helping people understand the information, and what it means for them. We created a series of short films to explain the consultations, the documents and how to respond. An online map-based tool allowed people to search for their address and find the information most relevant to them and their community. The tool also helped explain the difference between local impacts during construction and once the trains start running in 2033.

Over 330,000 leaflets were sent to households and businesses along the Phase 2b route for our consultation events. Over 3,300 letters were also sent to all properties directly affected by the scheme offering one-to-one meetings. 431 individuals took up this offer, meeting with us face to face to talk through how the Project will impact them.

The consultation generated 3,536 individual responses and a response from the Woodland Trust (with over 28,000 contributors). Responses are currently being analysed and will be shared later in 2019.

The Working Draft Environmental Statement (WDES) and Working Draft Equality Impact Assessment (WDEIA) public consultations closed on 21 December 2018. We have received 3,536 responses (written, email and online).

4

We will operate a Helpdesk 24 hours a day, 365 days a year.

Operating a Helpdesk is the foundation of our approach to how well we deliver reliable, responsive customer service for everyone who contacts us. We want to be open and accessible and make it as easy as possible for people to contact us. You can contact our HS2 Helpdesk team via Freephone, Minicom and email.

Indicator: How well we handle your enquiries.

Facts and figures

Our Helpdesk team is at the front line of the Project – handling enquiries and complaints from the general public 24/7, 365 days a year.

- The Freephone number is **08081 434 434**
- Minicom is available on **08081 456 472**
- Our email is **hs2enquiries@hs2.org.uk**
- Between January and December 2018, we received 26,697 contacts to the Helpdesk. This is very similar to the amount of contacts we received in 2017 (26,969).
- The most common reason people contacted our Helpdesk team in 2018 was to find out more about how the Project impacted their land and property.

The type of enquiries we receive vary, but most people are looking for information about our property schemes.

Type of Helpdesk queries (January – December 2018)

Land and property	30%
Signposting/call transfer	30%
Construction	10%
Consultation	9%
All other	21%

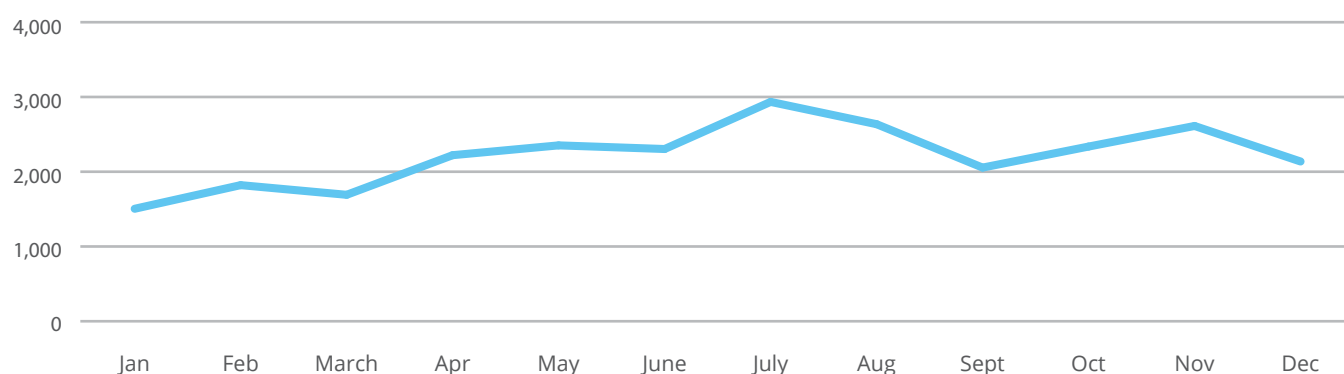
Listening and responding

You have told us you want us to improve the customer service from our Helpdesk team. You also told us we need to promote awareness of our Helpdesk team more widely.

We will:

- Raise awareness of the ways to contact our HS2 Helpdesk team to ask questions or raise concerns.
- Base our Helpdesk team at our headquarters in Birmingham, where they'll work alongside our community engagement teams.

Total Helpdesk (Freephone, email and Minicom) contacts by month (January to December 2018)



Commitments continued

5

We will make health and safety a priority for communities and our workforce.

HS2 is an exciting project but one which will impact on lots of communities. We don't underestimate that impact, nor our responsibility to minimise disruption and keep everyone who lives and works in those communities safe and secure.

Indicator: How well we demonstrate that health and safety is a priority for staff and communities.

Q Case study

Promoting health and safety to school children

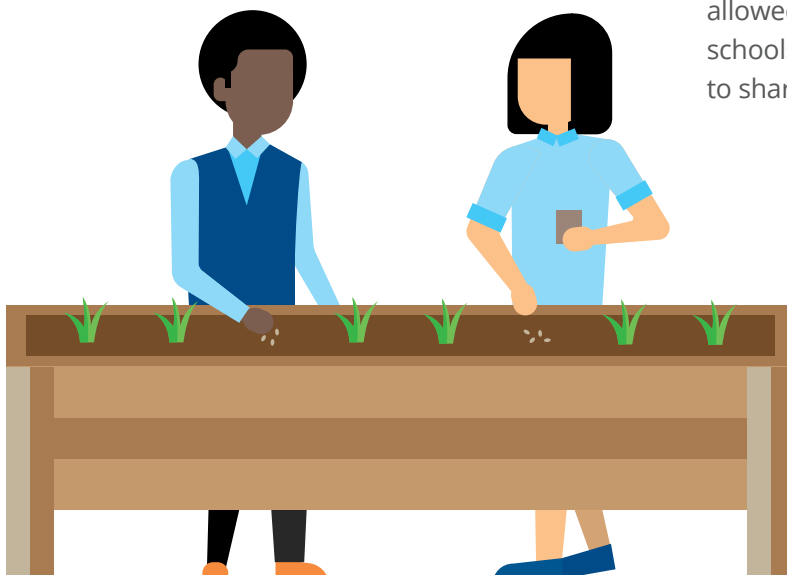


Healthy eating

Growing Spaces is a pilot engagement project focused on education and health.

We've worked with a local small business called Growing Ideas to install bespoke allotment boxes in 10 primary schools along Phase One. The project is teaching children about the importance of healthy living and eating and the science of growing your own fresh produce.

Feedback so far has been positive. The project has allowed us to build positive relationships with local schools. We're hoping to extend this project further to share the benefits of our work.



“

Yesterday we had a fantastic time! First my group did ecology and we were learning about great crested newts and it was very interesting. Next we did planting seeds and I planted a really big seed and it was the size of my eye and I had to dig a really big hole and it was wide.”

Harrison, Year 2



Safety workshops

We have continued to deliver our programme of 'Playing it Safe' workshops over the Phase One route between Birmingham and London. Created by Arc Theatre, the interactive workshop uses drama to explain the importance of staying safe when living and playing near construction sites. Over 2018 we delivered a total of 59 workshops at 37 schools, to over 2,800 children. The programme remains very popular and will continue into 2019.

Listening and responding

You've given us very positive feedback about the 'Playing it Safe' workshops, and the Growing Spaces project. Having received the encouraging responses we're looking at how we can expand these projects so that others can benefit from these learning experiences.

We will:

- Explore expanding the safety workshops at schools beyond Phase One.
- Explore expanding the Growing Spaces project more widely across Phase One.

“

Today went so well, thank you to you and to your many volunteers, both those there on the day and those who worked in the background getting things organised. I hope you enjoyed the day as much as the staff and children did.”

Parent teacher, Chipping Warden School



Commitments continued

6

We will respect the wellbeing of communities, minimising disruption to their lives with local mitigation plans and activities, ensuring we meet the standards set out in the Code of Construction Practice.

We recognise that construction will have an impact and cause disruption to communities. This commitment considers how community and stakeholder input is influencing how we build the railway. How we and our supply chain behave is as important to the railway's success as delivering the project on time and ensuring value for money for the taxpayer.

Indicator: How well we demonstrate that we're continually looking to minimise the impacts of the programme.



Q Case study

Helping mitigate the impact of the first ground investigations in Phase 2a

The first ground investigations (GI) for Phase 2a took place at Whitmore Heath in North Staffordshire in August 2018. Before the first investigations, our local Engagement Managers worked closely with the community in the area, informing them of what was happening, and listening to local concerns.



We started by issuing two written community updates to all homes on the Heath, which explained when the work would start, what it would look like, how long we would be there, and who to contact if there were any questions. We also held one-to-one meetings with affected households and discussed the works with the Parish Council and local community representatives too.

This engagement enabled us to understand specific local issues, including concerns raised by vulnerable people in the area. Listening to these concerns led directly to changes in our contractor working hours.

Once the GI work began, we allocated a space for welcoming visitors to the compound, allowing discussions and relationships to continue to develop as the work progressed. This also enabled us to make reasonable adjustments as work continued. This direct access to our team helped resolve issues quickly for local people. For example, when a complaint was made about light pollution we were able to deal with it quickly and effectively.

“

The GI team has done a great job, the crews on the ground were knowledgeable, friendly, clean and tidy, and more importantly patient with the older residents.”

Local resident, August 2018

Listening and responding

You've told us that you want us to minimise disruption as far as reasonably possible when we're working close to residential areas.

We will:

- Continue to work closely with communities to understand how our work impacts them.
- Listen to concerns so that we can find solutions that address issues, putting rapid mitigation in place wherever possible.
- Provide communities with access to our partners and facilitate site visits to help them better understand the work taking place in their area.



Commitments continued

7

We will leave a positive and sustainable legacy for the communities in which we operate.

We recognise that building the railway will cause disruption to communities. However, it's important that we also focus on leaving a positive legacy for communities that sets a new standard for major infrastructure projects. This commitment considers how benefits are being delivered through our investment programmes.

Indicator: What long-term benefits our investment programme is delivering.

Community and Environment Fund (CEF) and Business and Local Economy Fund (BLEF) update

Up to 31 December 2018 over £2.5m of funding was awarded to 47 local projects through CEF and BLEF along the Phase One route. A total over £40million is available for Phase One.

Q Case study

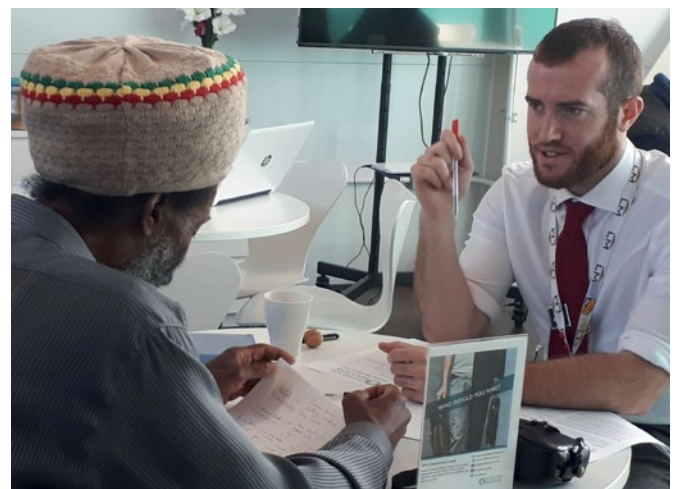
Local small business and charity benefits in Birmingham

Suited for Success

Suited for Success is a Birmingham based charity situated in an area with one of the highest unemployment rates in the country. The charity works with local people who have experienced difficulty finding work by offering guidance and resources.

Our construction partner Laing O'Rourke and Murphy (LM) is actively involved with this charity – their volunteers work closely with Suited for Success clients. The volunteers from LM encourage those applying for jobs, offering tips and advice to prepare for their interview. They also help to provide an appropriate outfit for their upcoming job interview, all to give them the best chance of success.

All the clothes, shoes and accessories are donated by our partners. Our volunteers can see visible changes in the candidates when they leave the sessions, making it a really worthwhile cause to be involved with.





Benefits for small local businesses

Genie Printing is based in an old tram maintenance depot in Digbeth. They employ staff from the local area and use local services to help run their business. Genie Printing prides itself in supporting local businesses and charities, such as Suited for Success.

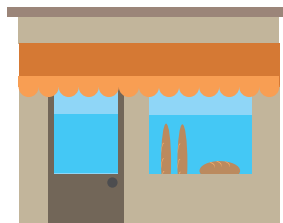
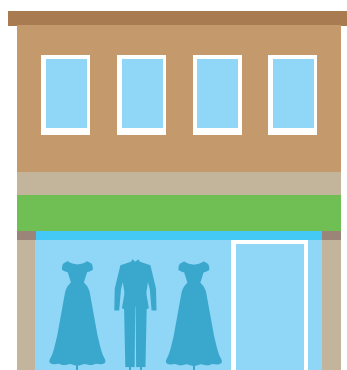
Already benefiting from HS2 coming to Birmingham, Genie Printing are undertaking 20-40 jobs a month for our contractors; printing quarterly newsletters and advance notifications along with design drawings and maps. Chris, the owner of Genie Printing, sees the railway as “very much needed for the country as a whole” and expressed that it was great to see us supporting local businesses and charities.

Listening and responding

You’ve told us that communities are not always aware of how HS2 is making a positive difference to local areas, or, how it’s delivering positive benefits more widely. Leaving a positive legacy is critical to the success of the Project.

To achieve this, we will:

- Continue to work with partners and stakeholders to ensure we maximise, share and communicate the benefits of HS2.
- Work to ensure that areas that haven’t yet benefitted, are fully aware of the full range of opportunities offered by the Project.



Commitments continued

8

We will respond to questions and complaints quickly and efficiently, with an acknowledgement within two working days, and responding within a maximum of 20 working days if we cannot answer the query straight away.

How well we handle community and stakeholder enquires and complaints is a key element of how we aspire to be a good neighbour.

Indicator: How well we handle your complaint.

Our complaints process in more detail

In 2018 we improved the HS2 complaints service. The new procedure is published at www.hs2.org.uk/how-to-complain.

We received 447 complaints in 2018 – compared to only 118 in 2017. This was a significant but expected increase as the impacts of the Project become more apparent for people living along the line of route between Birmingham and London (Phase One).

Over 85% (387) of all 447 complaints related to Phase One. For Phase One, the main topics of complaint were construction – particularly traffic impacts caused by road closures. This was then followed by noise concerns.

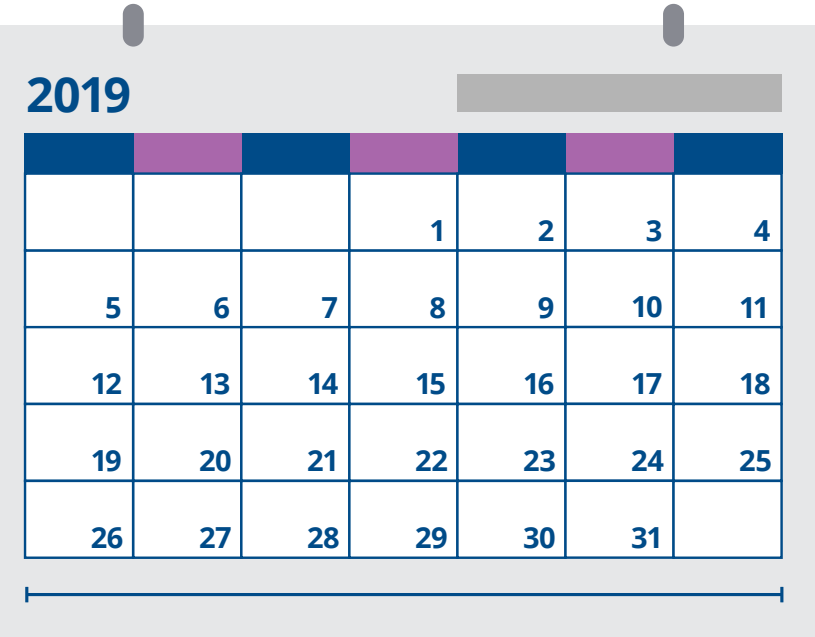
Facts and figures

9 out of 10

of 447 complaints were resolved within 20 working days or fewer in 2018

92%

of complaints were concluded at the first stage of the complaints process in 2018



Complaints Totals

	2018 totals			
	Phase One	Phase 2a	Phase 2b	Total
Programme and Delivery (construction)	250	1	1	252
Land and Property (service)	55	8	35	98
Community Engagement (service)	76	0	12	88
Corporate Services (service)	4	0	3	7
Health, Safety and Security (service)	2	0	0	2
Total	387	9	51	447

Feedback from the Independent Complaints Assessor (ICA) in 2018 was that we're operating a robust complaints service. 92% of complaints were concluded at the first stage with only 19 complaints in 2018 referred to the ICA. 13 of these were from the same complainant. This indicates that we're usually able to resolve complaints for the public at the earliest opportunity.

Four construction complaints were escalated to the Construction Commissioner during 2018.

Listening and responding

We'll do all we can to ensure that communities don't need to use our complaints process. Communities have said that when they need to complain, they'd like us to operate a clear, fair, accessible and efficient process.

We will:

- Make sure that information about how to access the complaints service is accessible, clear and easy to understand, using Plain English for all of our communications.
- Wherever possible, implement recommendations from the ICA and our independent commissioners.







Commitments continued

9

We will promote awareness of all our property schemes so that anyone who may be eligible has all the information they need and is aware of the support available to them.

Indicator: We will provide clear and up to date information about our property schemes.

HS2 railway line		Available property schemes	Available once the new railway has been in public use for a year
 <p>Safeguarded area and extended homeowner protection zone</p> <p>60m¹</p>		<ul style="list-style-type: none"> Express Purchase scheme² Extended Homeowner Protection Zone Rent Back 	Part 1 compensation (where no land is required) ³
 <p>Rural Support Zone (RSZ)</p> <p>120m¹</p>		<ul style="list-style-type: none"> Cash Offer OR Voluntary Purchase scheme⁴ Need to Sell scheme Rent Back 	Part 1 compensation (where no land is required)
 <p>Homeowner payment zone</p> <p>300m¹</p>		<ul style="list-style-type: none"> Homeowner Payment scheme⁵ <ul style="list-style-type: none"> Zone 1: 120m to 180m – £22,500 Zone 2: 180m to 240m – £15,000 Zone 3: 240m to 300m – £7,500 Need to Sell scheme Rent Back 	Part 1 compensation (where no land is required)
 <p>Beyond</p>		<ul style="list-style-type: none"> Need to Sell scheme Rent Back 	Part 1 compensation (where no land is required)

¹ Distance your property is from the HS2 railway line.

² Surface safeguarding only.

³ Compensation for any reduction in the value of property as a result of the physical effects of the operation of the railway.

⁴ Applies to rural areas only and does not extend to areas beyond deep tunnels.

⁵ Available now for Phase One; only available for Phase 2a and 2b after Royal Assent of the respective Bills. Applies to rural areas only and does not extend to areas beyond deep tunnels.

About our property schemes in more detail

Communities and businesses located near the approved or proposed route have access to our range of statutory and discretionary property schemes.

Information about the property schemes, frequently asked questions and the application process have been made widely available to the public at events, meetings, in our literature and online at hs2.org.uk

Our HS2 Helpdesk team can answer questions about the property schemes and are available all day every day. You can ring our Freephone on [08081 434 434](tel:08081434434).

In 2018 we have found new ways of raising awareness of the property schemes. These included:

- Sharing information about our property schemes on our 12 community websites for Phase One and 2a. We've ensured that all information is available in one location at www.hs2inyourarea.co.uk
- Publishing easy to understand 'Need to Sell' videos on the HS2 Ltd YouTube site.
- Updating our documents about the Need to Sell scheme and the Rural Support Zone scheme. These now include application forms as part of the booklet, rather than on separate documents.
- Holding tailored one-to-one appointments for impacted people to talk through the concerns with experts in more depth. This included one-to-one appointments with 431 impacted members of the public in Phase 2b in autumn 2018.

Since their launch, we've received and accepted the following numbers of applications to the discretionary property schemes:

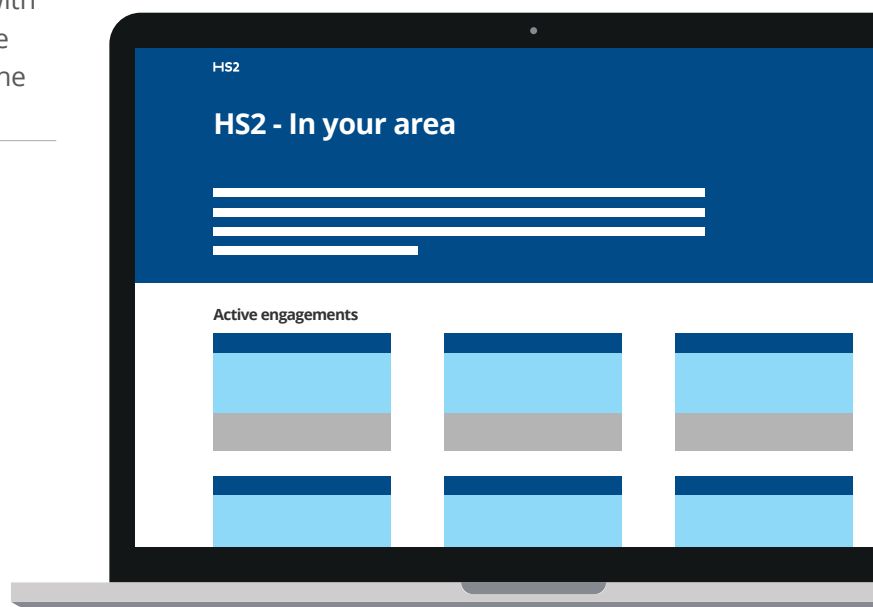
Discretionary Property Schemes from launch	No. of applications	No. accepted
Rural Support Zone	595	494
Homeowner Payment Zone	813	702
Need to Sell	754	268

Listening and responding

You have told us that we still have more to do to promote awareness of the property schemes.

We will:

- Look at more ways to make the information about the schemes as accessible as possible throughout 2019.
- Seek to make the information we provide as clear as possible, using Plain English to describe the schemes that are available.



Commitments continued

10

We will display the Residents' Commissioner's and Construction Commissioner's contact details on all relevant materials, along with information about our HS2 Helpdesk team and complaints procedure.

This commitment is about how we make information about the role and contact details of the commissioners accessible. We ensure that the commissioners' contact details are available at all public events and are also advertised on our website, local community websites and all public materials.

Indicator: We will learn from the independent reports provided by both the Residents' and Construction Commissioners.

The Residents' Commissioner – Deborah Fazan

The independent Residents' Commissioner holds us accountable to the commitments made in our Residents' Charter. Deborah regularly meets with our Chairman about emerging trends and concerns.

The Commissioner has published 10 reports up to the end of December 2018. Her reports and our responses can be found at www.gov.uk/government/collections/hs2-ltd-residents-commissioner

The Residents' Commissioner can be contacted on: residentscommissioner@hs2.org.uk

The Residents' Charter can be found here: www.gov.uk/government/publications/hs2-residents-charter

The independent Construction Commissioner – Sir Mark Worthington

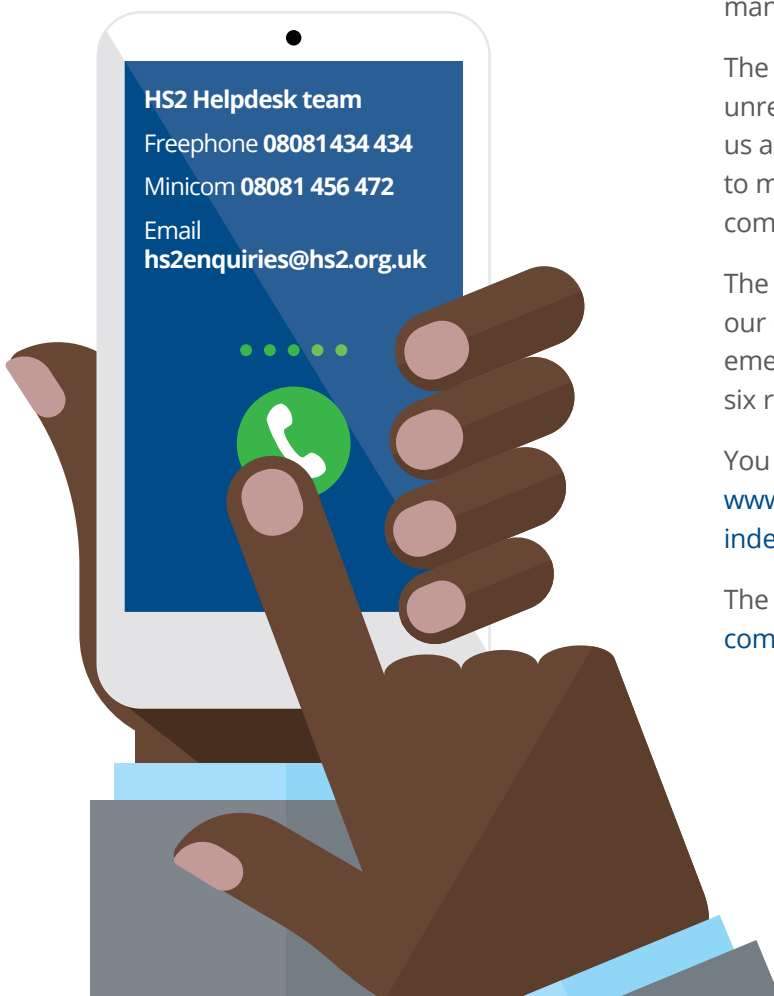
The independent Construction Commissioner's role has been developed to monitor the way in which we manage and respond to construction complaints.

The Construction Commissioner will mediate any unresolved construction related disputes between us and individuals or bodies and provide advice to members of the public about how to make a complaint about construction.

The Construction Commissioner regularly meets with our Chief Executive Officer to raise any concerns or emerging trends across the Project and has published six reports to date.

You can read these reports at: www.gov.uk/government/collections/hs2-independent-construction-commissioner

The Construction Commissioner can be contacted on: complaints@hs2-cc.org.uk or www.hs2-cc.org.uk



Case study

Sharing all of our contact details consistently

In 2018 we introduced a consistent back page for our publications. This shares our key contact details in one place. This is so that communities can easily access information on:

- our Residents' Commissioner and independent Construction Commissioner;
- our land and property schemes;
- our complaints service; and
- our HS2 Helpdesk team.

Listening and responding

We recognise that communities need clear information about how to get in contact with us, and how to access the range of information they will need throughout the course of the Project.

We will:

- Continue to work with our commissioners to learn lessons from their feedback and continue to respond to the regular reports published by them.
- Continue to share commissioner contact details as widely as possible.



We are committed to keeping you informed about work on HS2. This includes ensuring you know what to expect and when to expect it, as well as how we can help.

Residents' Charter and Commissioner

The Residents' Charter is our promise to communicate as clearly as we possibly can with people who live along or near the HS2 route. www.gov.uk/government/publications/hs2-residents-charter

We also have an independent Residents' Commissioner whose job is to make sure we keep to the promises we make in the Charter and to keep it under constant review. Find reports at: www.gov.uk/government/collections/hs2-ltd-residents-commissioner

You can contact the Commissioner at: residentscommissioner@hs2.org.uk

Construction Commissioner

The Construction Commissioner's role is to mediate and monitor the way in which HS2 Ltd manages and responds to construction complaints. You can contact the Construction Commissioner at: complaints@hs2-cc.org.uk

Property and compensation

You can find out all about HS2 and properties along the line of route by visiting: www.gov.uk/government/collections/hs2-property

Find out if you're eligible for compensation at: www.gov.uk/claim-compensation-if-affected-by-hs2

Holding us to account

If you are unhappy for any reason, you can make a complaint by contacting our HS2 Helpdesk team. For more details on our complaints process, please visit our website: www.hs2.org.uk/how-to-complain

Contact us

Our HS2 Helpdesk team are available all day, every day. You can contact them via:

 Freephone **08081 434 434**

 Minicom **08081 456 472**

@ Email **hs2enquiries@hs2.org.uk**

Write to

**FREEPOST
HS2 Community Engagement**

Website **www.hs2.org.uk**

To keep up to date with what is happening in your area, visit:

www.hs2inyourarea.co.uk

Please contact us if you'd like a free copy of this document in large print, Braille, audio or easy read. You can also contact us for help and information in a different language.

HS2 Ltd is committed to protecting personal information. If you wish to know more about how we use your personal information please see our Privacy Notice (www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice).