

# HS2

# Local Area Engagement Plan Old Oak

2019





## 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](mailto:hs2enquiries@hs2.org.uk)

Website: [www.hs2.org.uk](http://www.hs2.org.uk)

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# About this plan

Our Community Engagement Strategy outlines all the ways that we'll engage with people and communities that are affected along the route. We've written this Local Area Engagement Plan to explain how we'll deliver our Strategy in your area. It sets out how we'll engage with communities in Old Oak to ensure that we meet our commitments and continue to be a good neighbour. This is particularly important in 2019 as we begin our main construction work.

## This plan:

- introduces you to your local Community Engagement team and partners working on our behalf;
- provides maps showing where our key works are in your area;
- informs you about the different ways you can contact us; and
- explains how we'll measure how well we're doing against our 10 Community Commitments.



## How we will engage

We're committed to being a good neighbour and we'll ensure that you can find out about our planned works and activities in your area easily. Equally, we want you to have the opportunity to give us your comments and tell us your concerns.

We will engage with you by:

**Informing.** We'll keep you informed through clear, timely and tailored communication about issues that affect you. This includes:

- engagement events in your area;
- regular newsletters;
- sending you information sheets about our planned works before they start; and
- making sure we keep up-to-date information on our local community websites, called Commonplace.

**Involving.** We'll create opportunities for you to get involved throughout the design and delivery of the Project. This includes:

- workshops and discussions on the design of key design elements along the route (such as stations, vent shafts, viaducts and hoardings);
- interactive archaeology and ecology programmes;
- meetings and events; and
- local community investment programmes.

**Responding.** We'll provide free and accessible ways for you to contact us to answer your questions about the Project and help with any problems that may arise from our works. This includes:

- our Helpdesk team, who are available all day, every day via Freephone 08081 434 434, Minicom 08081 456 472 or email [hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk);
- making sure that your local Engagement Manager is available in your area at least once a week; and
- replying promptly to information requests.

# Who we are

It's important for everyone working on HS2 to understand the impact that their decisions and actions have. This includes all the companies and people working on our behalf. Your local Community Engagement team is here to speak on your behalf and to act as your voice within HS2 Ltd and our supply chain. Your local team is made up of staff from HS2 Ltd and our partners, all working together to listen and respond to local communities. You can see their details below:

## Your HS2 Ltd contacts

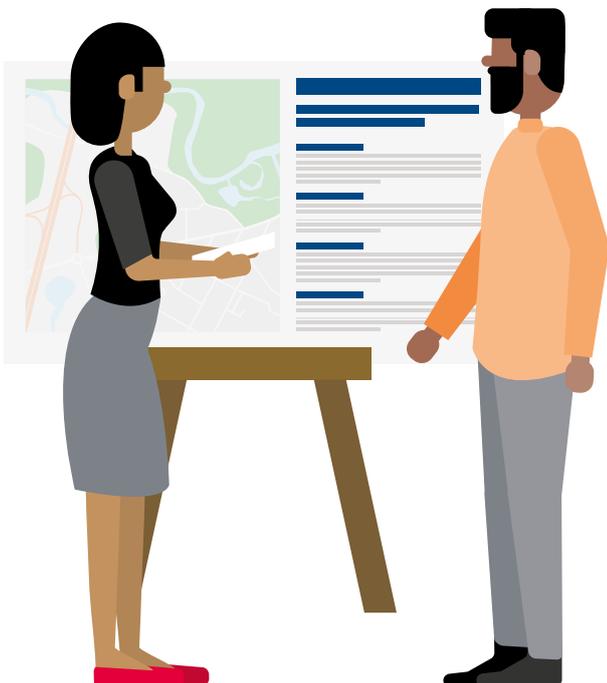


**David Silvey**  
Community Engagement Manager

David will be your first point of contact and is responsible for engagement and communication in the Old Oak Area.



**Patricia Thompson**  
Senior Engagement Manager



## Who else is working with us?

We work closely with all our contractors to ensure that details of the Project are shared with you. Several companies, known as our partners, will help us to build the railway. These include our enabling works and main works contractors, who will help us deliver the new railway and stations. Our partners also include other companies such as utility companies who will help us undertake the work needed to deliver HS2.

## Enabling works contractor



### Costain Skanska Joint Venture (CSJV)

**Gideon Dzewu**  
Engagement Representative

CSJV is responsible for the preparation of all sites in Old Oak before we start to build the railway. CSJV's Engagement representative for Old Oak is Gideon Dzewu.

## Main works contractor



### Skanska Costain Strabag (SCS)

**Jess Taylor**  
Community Engagement Representative

SCS is responsible for the building the railway in this area. This includes key structures, such as the Willesden Euroterminal, and the Atlas Road and Victoria Road sites at Old Oak. The SCS Community Engagement representative for Old Oak is Jess Taylor.

# Our year ahead

## Station design partner

### WSP

WSP are our station design partner\*. They're delivering the Old Oak Common station Scheme Design.

\*Our station construction partner will be awarded during 2019 and will be responsible for the construction of Old Oak Common station.

## Utility companies

### UK Powernetworks

UK Powernetworks will be responsible for installing power supplies to the tunnel boring machines that will be operating in the area.

### Thames Water, BT and Cadent Gas Services

These companies are responsible for disconnecting or diverting utilities such as gas, electricity and water at our sites before we demolish any buildings.

### Our safety and security support vehicles

Over the year, you may see our safety and security support vehicles in the area.

As we move into the next stage of building the railway, we've introduced security and safety support vehicles as part of our plan to ensure that the public, those working on the Project, and property and sites along the route remain safe and secure.

These units will be working along the route 24 hours a day. Their tasks may include responding to security incidents or checking to see if properties or land is secure.

Late 2019 and beyond, we'll enter the main works delivery phase of the Project and so the impact and frequency of our works is likely to increase. We're committed to minimising these impacts and measuring the effectiveness of our engagement to ensure that we're doing the best we possibly can.

We measure and report on how we're being a good neighbour through our regular progress reports. These are published every six months and show how we're performing against our 10 Community Commitments.

You can read our 10 Community Commitments on page 21 of our Community Engagement Strategy. You can read our latest progress report and our Community Engagement Strategy online at [hs2.org.uk/in-your-area](https://hs2.org.uk/in-your-area). For hard copies contact our Helpdesk team or attend one of our larger engagement events, where we have hard copies to hand.

Our key works and activities planned for your area over the next year are outlined in the following section. There's a map of the area to show you where they're happening. We can't include all of the works that we'll be carrying out during this time as some of them are unconfirmed and may change.

You can find details of the works not mentioned in this Plan in our Construction Forward Look published every three months for your area. You can find a copy of this on your local community website [hs2inoldoak.co.uk](https://hs2inoldoak.co.uk), or by contacting our Helpdesk team for a copy. Further details can be found on page 7.

Works in Old Oak include the demolition of further buildings and utilities diversions and disconnections within our sites. We will also carry out utilities works on Victoria Road and ground investigation works on Old Oak Common Lane.

# Works in your area

## Old Oak



### Key

- Parkland
- Water/river
- Construction site
- Rail station
- Underground station
- Existing train line
- HS2 route Phase One underground

We have a number of sites in the area which will help us to construct the railway. Each area is shown below with what is planned in the coming months and further ahead.

## Old Oak

### 1 Willesden Euroterminal

This year, we're installing a conveyor at Willesden Euroterminal. The conveyor will bring excavated material from the Old Oak Common station site, and our tunnelling work, to Willesden Euroterminal. The materials will then be taken away by rail. By using a conveyor to bring material to this site, we're reducing the amount of material that needs to be moved by road and reducing the number of our vehicles in the local area. We'll also deliver all the materials we'll need for our concrete here.

We'll also be setting up a rail logistics compound – this is a holding area for equipment that we're going to need to build the railway.

We'll be finishing the demolition of all the remaining buildings, as well as taking down the yellow gantry cranes.

Within our worksite boundary, we'll be completing ground investigation surveys. Surveys will also take place within the land on Channel Gate Road.

Finally, we're connecting the worksite to Atlas Road by fitting a temporary bridge across the Grand Union Canal.

### 2 Atlas Road

We're using Atlas Road to make and store concrete segments for the tunnels. It will also be used for the delivery of other tunnel segments and the collection of excavated materials from points along the route.

We'll begin to construct a tunnel boring machine launch box and ramp, which will form the entrance portal to the Atlas Road Logistics Tunnel.

We'll also be undertaking a pre-demolition survey of the Leventine building.

Throughout the year, we'll be installing hoardings, scaffolding and scaffold protection, and removing asbestos to prepare for the demolition of the buildings on our site.

# Works in your area continued

## 3 Victoria Road tunnel drive and crossover box

4 We're using Victoria Road tunnel compound to store concrete segments that will be needed to build the tunnels for HS2. The tunnel boring machines will start from the Victoria Road crossover box.

In order to facilitate the power supply required for the tunnel boring machines, a number of trial trenches will be dug on Victoria Road. We'll be doing this work in stages to minimise disruption as much as possible.

Between January and April 2019, we're carrying out ground investigation surveys at different positions within our site boundary.

We'll continue to install scaffolding and scaffold protection on site buildings in School Road. We'll continue with our demolition work on the buildings throughout the first half of the year.

We're going to start to install scaffolding on the Waitrose building, which is due to be demolished by summer 2019. Between May and September 2019 we'll carry out ground decontamination works on site. Utility diversion works will take place between May 2019 and January 2020.

## 5 Old Oak Common station

Once built, Old Oak Common station will provide platforms for HS2, Crossrail and conventional rail services. Our tunnel boring machines will start from this site.

During 2019 we'll be carrying out ground decontamination and utility works. We'll also be carrying out surveys at the Great Western Railway depot. Once these are completed, we'll remove the tracks and signals and then continue with the demolition of the depot.

Piling will also start in 2019 to provide support for the construction of the underground station.

## 6 Stamford Brook

Stamford Brook may be the starting point for a potential sewer diversion running under the Hitachi Depot and finishing at the Old Oak Common station site. The other diversion runs west to Old Oak Common Lane to join the existing sewer.

We're still carrying out further analysis of this, and we'll update you when our plans are confirmed.

## 7 Old Oak Common Lane site

During 2019 we will continue to carry out ground investigation works on Old Oak Common Lane.

We will build bridges over the Central Line and Old Oak Common Lane to allow for the new track alignment of Crossrail.

# How to get in touch and find out more

## Our HS2 Helpdesk team are available all day, every day of the year

You can contact our Helpdesk team with any questions you may have, to request copies of documents, to register and track complaints, and to coordinate incident responses.

Our Helpdesk team are available via:

Freephone [08081 434 434](tel:08081434434)

Minicom [08081 456 472](tel:08081456472)

Email [hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk)

## Keep up to date with the Project and sign up to notifications from your local community website

Commonplace is a local community website where you can find out what is happening in your local area and sign up for updates about our activities. For regular updates on works happening in Old Oak you can sign up for news alerts at [hs2inoldoak.co.uk](https://hs2inoldoak.co.uk). You'll also be able to find out information about roadworks and closures, our noise insulation and property schemes, our community engagement initiatives and how to apply for our community and business funds.

## You can meet us at our drop-in sessions

Our Community Engagement team hold weekly drop-in sessions at The Collective on Old Oak Lane, NW10 6FF.

These usually take place every Wednesday, hosted by your local Engagement Manager, David Silvey. To find out more, including the times of your next drop-in, please visit [Commonplace](#) or see the timings posted on local residents' associations' notice boards.

We also hold fortnightly drop-in sessions, every other Monday, at the Old Oak Community & Children's Centre in Braybrook Street. To find out more, including the times of your next drop-in, please visit [hs2inoldoak.co.uk](https://hs2inoldoak.co.uk)

These sessions are designed for you to meet your local Community Engagement team and ask any questions that you have in an informal setting. If there are any changes to the date or time of any of our sessions, we will update our [Commonplace](#) website and inform our Helpdesk team.

## Our Construction Forward Look is published every three months

This provides you with a more detailed overview of the upcoming works that we plan to undertake in your area over the next three months. The plan is available to download on our local community website [hs2inoldoak.co.uk](https://hs2inoldoak.co.uk)

If you'd like a hard copy, you can contact our Helpdesk team or come along to one of our larger engagement events.



# How to get in touch and find out more

## Apply for funding for a local project through the community and business funds

We're offering two funds which are available to local communities and businesses – the Community and Environment Fund (CEF), and the Business and Local Economy Fund (BLEF). Both funds give local communities and businesses the opportunity to receive funding of up to £1 million for projects that aim to improve their local area or economy. To find out more and how to apply, visit [www.groundwork.org.uk/hs2funds](http://www.groundwork.org.uk/hs2funds). You can also contact Groundwork UK by calling 0121 237 5880 or emailing [hs2funds@groundwork.org.uk](mailto:hs2funds@groundwork.org.uk). Groundwork UK are an independent charity that assesses applications and manages the funds on our behalf.

## We also have a dedicated HS2 website

You can find our website at [www.hs2.org.uk](http://www.hs2.org.uk) – this website is for the whole Project. You can find out more about where the route is planned, the timeline of construction, and more information about our compensation schemes. To view information specifically on what's happening in your area visit your local community website [hs2inoldoak.co.uk](http://hs2inoldoak.co.uk)

## We have more printed materials at our engagement events

If you would prefer to have more information in a printed format, or you don't have access to the internet, we have takeaway materials at our drop-in sessions and other engagement events. Please come and meet us at our regular drop-ins, or get in touch with our Helpdesk team to request printed copies of information. We are available via:

Freephone 08081 434 434

Minicom 08081 456 472

Email [hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk)

## Alternative formats

If you need any of our printed materials in large print, Braille, audio or easy read please contact us. You can also contact us for help and information in a different language.





# Keeping your information safe

## If we ask for your personal information, we will:

- let you know why we need it;
- only ask for what we need and not collect excessive or irrelevant information;
- make sure nobody has access to it who should not;
- not share it with other organisations unless we have told you in advance or unless we are obliged to do so by law;
- only keep it for as long as we need to; and
- not make it available, or sell it, for commercial use, such as marketing.

## We do share information with our contractors to enable robust and informed responses to queries.

## In dealing with your personal information, we will:

- value the personal information entrusted to us and make sure we respect that trust;
- abide by the law when it comes to handling personal information;
- consider the privacy risks when we are planning to use or hold personal information in new ways, such as introducing new systems; and
- provide training to staff who handle personal information and respond appropriately if personal information is not used or protected properly.

To help us keep your information accurate and up to date, we ask you to give us accurate information and tell us as soon as possible of any change of circumstances.

You can find out what personal information, if any, we hold about you by making a 'subject access request'.

If we do hold information about you, once we have confirmed your identity, we will give you a description of it, why we are holding it and who it could be disclosed to. We will also provide you with a copy of the information in an intelligible form.

It will help us to locate any data we might hold about you if, in making your request, you could state what dealings we have had with you and why you expect us to hold information about you.

It is not the policy of HS2 Ltd to charge for subject access requests. If you wish to make a subject access request, please contact us via the details below. Our HS2 Helpdesk team is available all day, every day of the year.

They're available via:

Freephone [08081 434 434](tel:08081434434)

Minicom [08081 456 472](tel:08081456472)

Email [hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk)

Write to us at:

FREEPOST  
HS2 Community Engagement

To read our privacy policy regarding your personal information, go to:  
[www.hs2.org.uk/privacy-notice/](http://www.hs2.org.uk/privacy-notice/)

# Our key documents

We have a range of documents on hand to help you understand our approach to community engagement and keep up to date with our works in your area.

## Community Engagement Strategy

Our Community Engagement Strategy explains all the ways that we'll engage with people, businesses and communities along the route. It also includes our 10 Community Commitments.

You can read our Community Engagement Strategy here:

[www.hs2.org.uk/documents/community-engagement-strategy/](http://www.hs2.org.uk/documents/community-engagement-strategy/)



## Our progress reports

Our six-monthly progress reports are published twice a year and measure how well we're performing against our 10 Community Commitments. You'll be able to read about practical real-life examples of how we're fulfilling our Commitments in areas surrounding the route.

You can read our latest progress report here:

[www.hs2.org.uk/documents/community-engagement-progress-report-july-to-december-2018/](http://www.hs2.org.uk/documents/community-engagement-progress-report-july-to-december-2018/)



## Local Area Engagement Plans

We have a collection of Local Area Engagement Plans for Phase One. Each Plan is localised to a specific area and explains how we'll deliver our Strategy at a local level. It sets out how we'll engage with you to make sure that we meet our Commitments and continue to be a good neighbour.

Our most recent Local Area Engagement Plans are published on your local community website:

[hs2inoldoak.co.uk](http://hs2inoldoak.co.uk)



# Our key documents continued

## Residents' Charter

Our Residents' Charter sets out our 10 Community Commitments. It explains the roles of the independent Residents' Commissioner and the Construction Commissioner in ensuring that we're held to account on these Commitments.

You can read our Residents' Charter here:

[www.hs2.org.uk/documents/hs2-residents-charter/](http://www.hs2.org.uk/documents/hs2-residents-charter/)

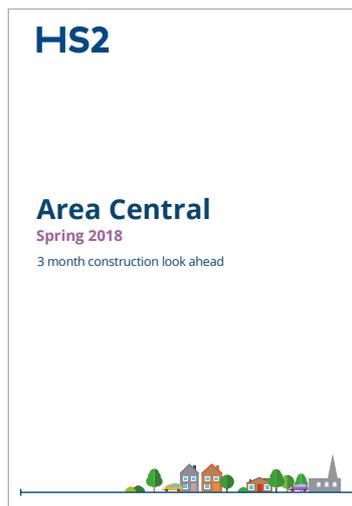


## Construction Forward Look

Every three months, we publish a Construction Forward Look. These provide a high-level overview of works coming up in your area.

The most recent Forward Look for your area is published on your local community website:

[hs2inoldoak.co.uk](http://hs2inoldoak.co.uk)



## Land and Property guidance

We have several guidance documents about our different property schemes. These documents help you to understand the different types of compensation that's available if your property is affected by the HS2 route. These documents include specific booklets about the Need to Sell scheme, Rural Support Zone and safeguarding and compensation guidance.

You can find these at:

[www.hs2.org.uk/in-your-area/assistance-for-property-owners/](http://www.hs2.org.uk/in-your-area/assistance-for-property-owners/)





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](http://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](http://www.gov.uk/government/collections/hs2-ltd-residents-commissioner)

You can contact the Commissioner at: [residentscommissioner@hs2.org.uk](mailto: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](mailto: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](http://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](http://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](http://www.hs2.org.uk/how-to-complain)

CS1062a

High Speed Two (HS2) Limited, registered in England and Wales.

Registered office: Two Snowhill, Snow Hill Queensway, Birmingham B4 6GA. Company registration number: 06791686. VAT registration number: 181 4312 30.

## 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](mailto:hs2enquiries@hs2.org.uk)**

Write to

**FREEPOST  
HS2 Community Engagement**

Website **[www.hs2.org.uk](http://www.hs2.org.uk)**

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

**[www.hs2inyourarea.co.uk](http://www.hs2inyourarea.co.uk)**

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