

HS2

Local Area Engagement Plan Hertfordshire

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.

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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 Hertfordshire 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;
- 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



Emma Gaydon

Community Engagement Manager

Emma will be your first point of contact and is responsible for engagement in the C1 Hertfordshire and Buckinghamshire area. This area covers the Colne Valley Viaduct and Chiltern Tunnel construction.



Luke Nipen

Senior Engagement Manager

Luke oversees engagement in the Hertfordshire area.

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

fusion

Anne-Marie Brannigan

Community Liaison Officer for C1 area

Fusion are the enabling works contractor for this area of the route. They're undertaking archaeology, ground preparation and other works before we start to build the railway. The Community Liaison Officer for Fusion is Anne-Marie Brannigan.

Main works contractor

ALIGN

David Eve, Bobbette Watson, Duncan Fallon and David Orr Ewing

Community Engagement team

Align are responsible for the design development and construction of two key design elements – the Colne Valley Viaduct and the Chiltern Tunnel. The Engagement team from Align are David Eve, Bobbette Watson, Duncan Fallon and David Orr Ewing.

Our other partners

Affinity Water

Affinity Water will carry out utilities work to redirect pipework in the area before we start any construction. This includes sites on the Chalfont Lane construction site ready for the construction of the Chiltern Tunnel.

National Grid

National Grid will need to move five pylons and gas lines in the Denham and Harefield area in preparation for the construction of the railway.

Scottish and Southern Electricity Networks (SSEN)

SSEN will need to move and raise pylons that are on the Chalfont Lane construction site. They're also preparing for the powering of our two Chiltern Tunnel boring machines and eventually HS2 trains.

Our year ahead

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. 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 hs2inherts.co.uk, or by contacting our Helpdesk team for a copy. Further details can be found on page 8.

This year, we'll continue with our enabling works, getting the area ready for the construction of the railway. Our work will include archaeology work, installing fencing and clearing areas of vegetation.

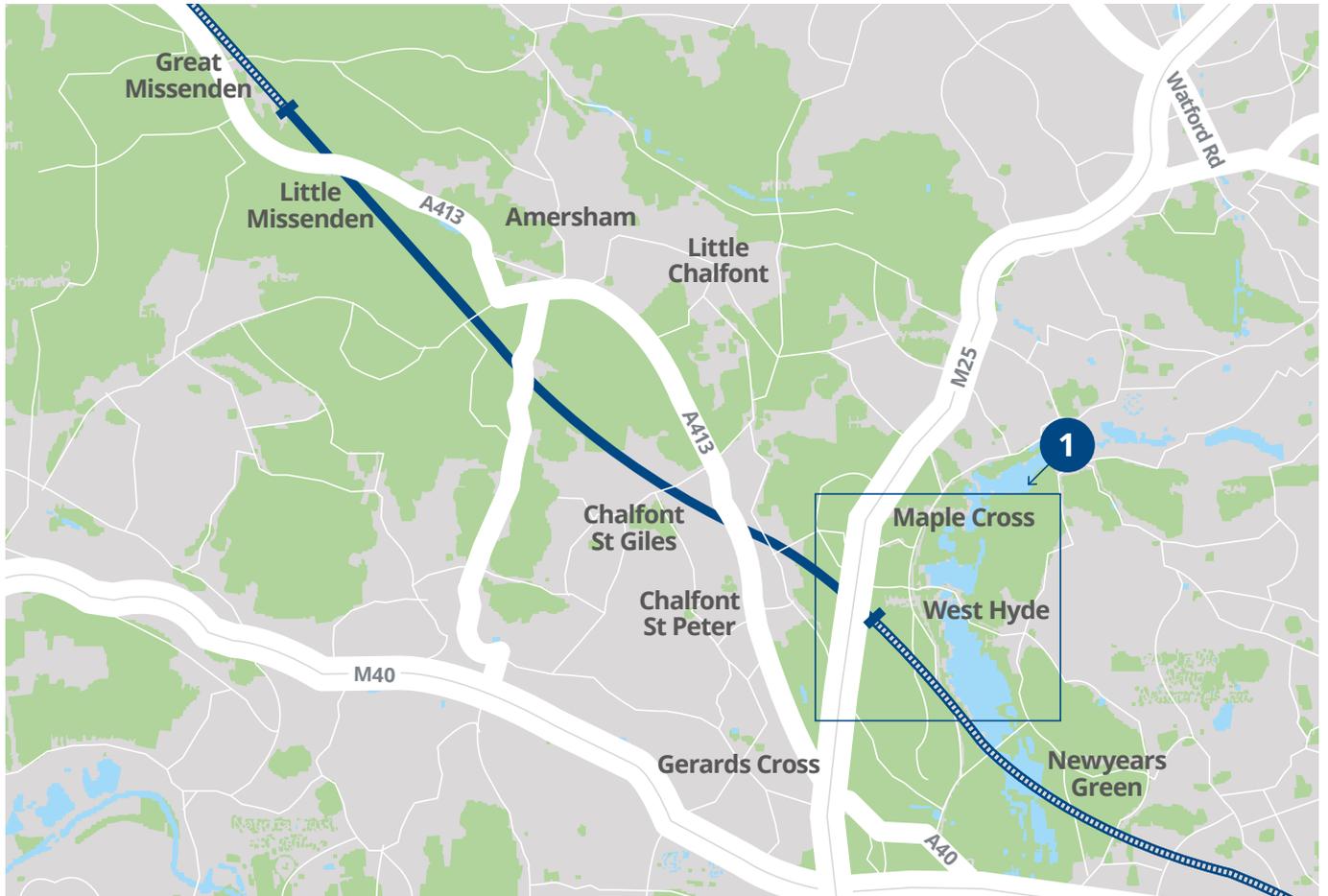
We're also starting to build the Chalfont Lane construction site at West Hyde, also known as the South Portal, where the Colne Valley Viaduct and Chiltern Tunnel will be built from. This includes moving pylons and electricity supplies as well as building a platform for the power supply for the tunnel boring machines.

We'll continue with ground investigation surveys to help us to increase our knowledge of the structure and quality of the land where the railway will be built. We'll carry out pump testing to understand water quality in the area too.



Works in your area

Maple Cross, West Hyde and Denham



Key

-  Parkland
-  HS2 route Phase One underground
-  HS2 route Phase One overground
-  Water/river

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.

Maple Cross, West Hyde and Denham

1 Denham and West Hyde

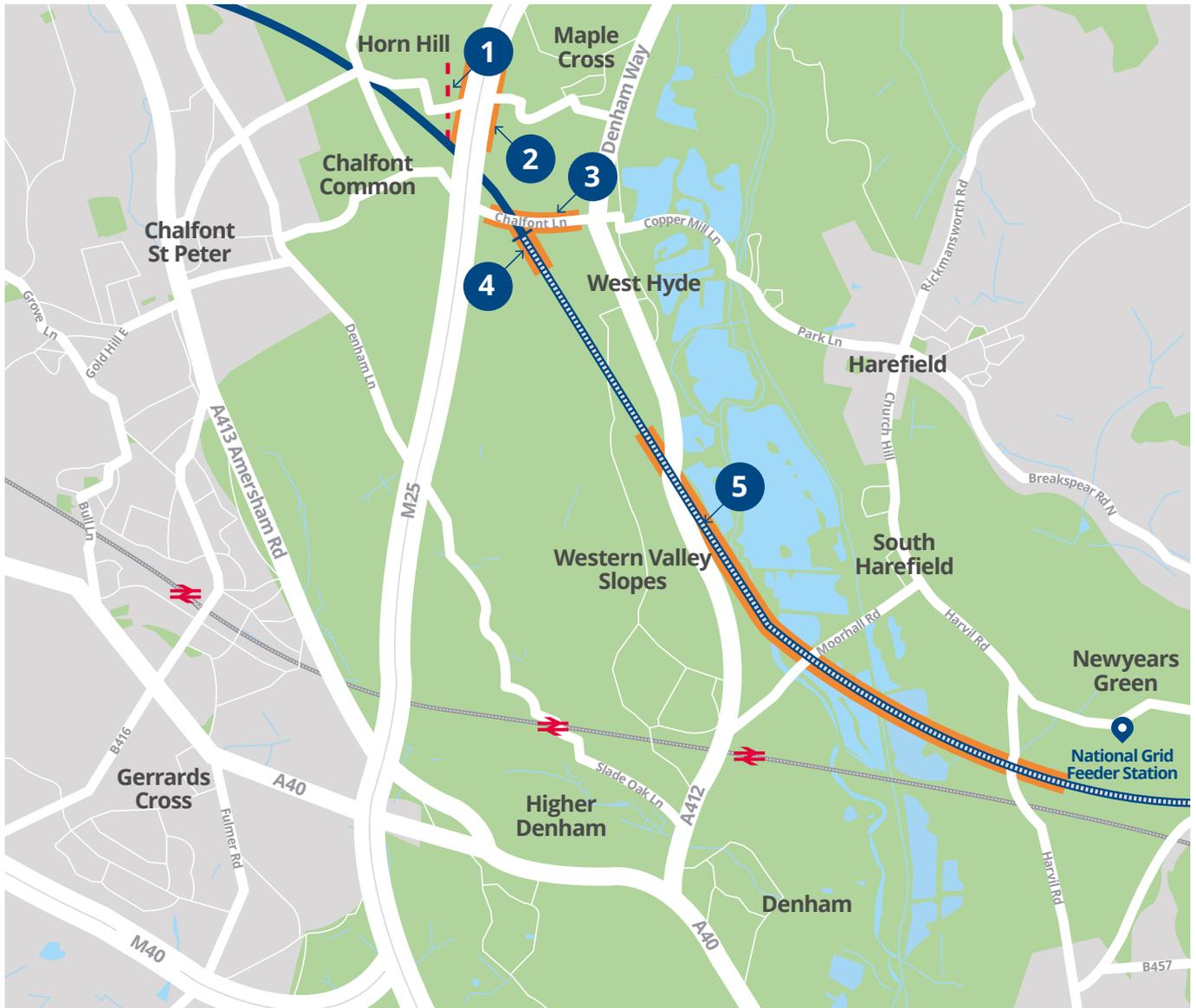
This map shows the southern section of the area of the route known as Area Central. We have highlighted the area of this map that is covered in this Local Plan for Hertfordshire.

The South Portal of the Chiltern Tunnel falls in Hertfordshire at West Hyde, along with part of the Colne Valley Viaduct, before it goes into Buckinghamshire at Denham Green and across to Harefield.

The map on the next page shows the work going on in your area in more detail.

Works in your area

Denham and West Hyde



Key

- Parkland
- Water/river
- HS2 work site
- Rail station
- Existing train line
- HS2 route Phase One underground
- HS2 route Phase One overground
- Slip Road

Denham and West Hyde

1 Link road construction site

The link road is now open between Hornhill Road and West Hyde Lane. This is because Chalfont Lane is closed until the end of the Project.

2 M25 slip road construction

The M25 slip roads have been completed and are now in use for all our construction vehicles accessing our Chalfont Lane construction site.

3 Chalfont Lane closure

Chalfont Lane will be closed for the duration of the Project between the A412 and West Hyde Lane.

4 Chiltern Tunnel South Portal

Both tunnel boring machines, creating the north and south tunnel bores will leave from this point. The machines are currently being prepared and will be built on site in 2020. It will then take three years to tunnel to the north portal at South Heath near Great Missenden. Throughout the year, we'll be carrying out earthworks to prepare the sites that are going to be used for the tunnel boring machines. Our work will include preparing accommodation, concrete construction factories and other facilities.

5 Colne Valley Viaduct

We'll continue to carry out further ground investigation surveys in this area. We'll also be undertaking load test piling. This is to test the land where we'll be building the viaduct to measure the strength and condition of the land. We'll use the results to help us build the viaduct (testing will take place between June and September 2019).

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

Minicom 08081 456 472

Email 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 Hertfordshire you can sign up for news alerts at hs2inherts.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 teams hold drop-in sessions along the line of route.

To find out more, including the times of your next drop-in, visit our local community website hs2inherts.co.uk

Or, you can get in touch with our Helpdesk team via:

Freephone 08081 434 434

Minicom 08081 456 472

Email hs2enquiries@hs2.org.uk

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 hs2inherts.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.



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. You can also contact Groundwork UK by calling 0121 237 5880 or emailing hs2funds@groundwork.org.uk. Groundwork UK is 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 – 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 hs2inherts.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

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

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/



Our key documents

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



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

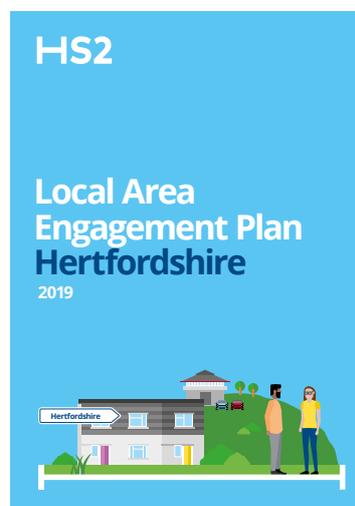


Local Area Engagement Plans

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:

hs2inherts.co.uk



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

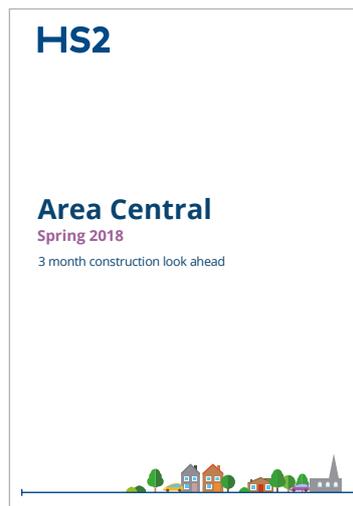


Construction Forward Look

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:

hs2inherts.co.uk

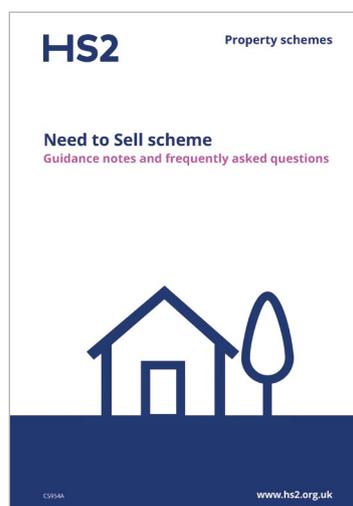


Land and Property guidance

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



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

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Contact us

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 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

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