

# HS2

# Local Area Engagement Plan Hertfordshire

2021 to 2022





## 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 Hertfordshire to ensure that we meet our commitments, how we'll make communities aware of the works we are doing, and how to contact us. This is particularly important as our main construction work increases and we start to undertake more face to face engagement as Covid-19 restrictions are lifted.

## This plan:

- introduces you to the contractors working on our behalf;
- provides a map showing the HS2 route in your area;
- informs you about the different ways you can contact us;
- directs you to where you can find further information, including on our work programme; and
- explains how we'll measure how we're performing against our 10 Community Commitments.



## How we will engage

We're committed to working with communities affected by the building of the new railway and making sure you can find out about our planned works and activities in your area easily. We also want you to have the opportunity to give us your feedback 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 the local community pages of our website

**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 and viaducts);
- interactive archaeology and ecology programmes;
- meetings and events; and
- local community investment.

**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);
- holding regular online or in-person drop-in sessions with your local engagement team; 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.

## 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



### Align Joint Venture

Align are the main works contractor for this area of the route. Their job is to prepare the final design of the HS2 route and build the railway in preparation for the track and signalling installation.



# 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/collections/community-engagement-progress-reports](http://www.hs2.org.uk/documents/collections/community-engagement-progress-reports)



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



# What we're doing

In 2021 and 2022 we are continuing to operate at our main construction compound near West Hyde, where we will start the construction of the Chiltern tunnel and the Colne Valley viaduct. This is also the location of Align's main site offices.

Following the arrival on site of our two tunnel boring machines in 2020, 2021 is the year of their construction and launch. Within the compound we have built two factories to make the segments of the tunnel and viaduct, and a treatment plant for the soil we excavate from the tunnel.

Further south, we have started the piling for the Colne Valley viaduct and the temporary jetty across the lakes, which we will use to build the viaduct and take construction vehicles off local roads. We will also continue construction of the cutting and embankment that run from Tilehouse Lane to the A412. This includes the temporary closure and diversion of Tilehouse Lane.

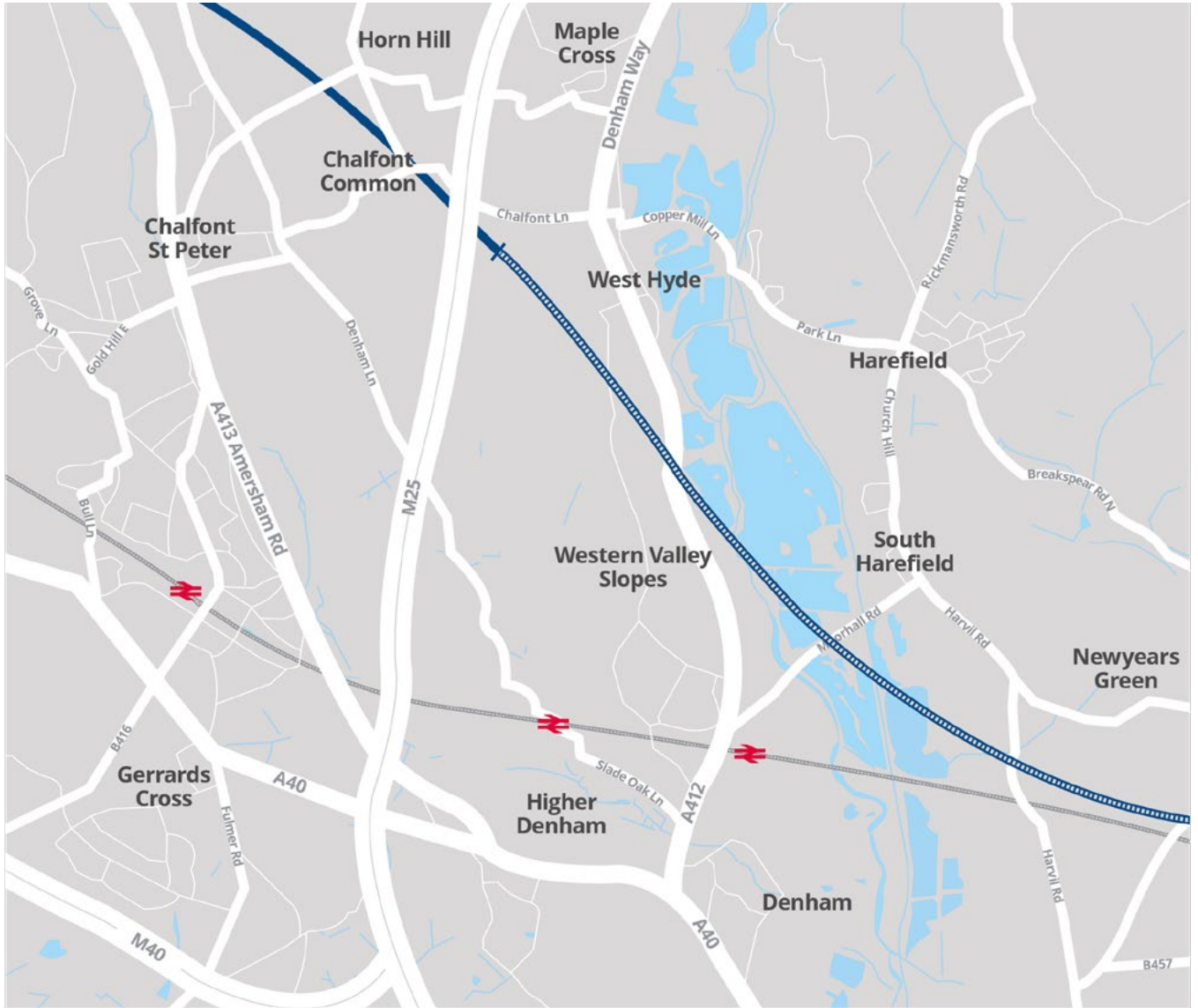
## Keeping you informed

You can find details of all our upcoming works in our Construction Forward Look published every three months for your area. You can find a copy of this on the HS2 website at [hs2.org.uk](https://www.hs2.org.uk), or by contacting our Helpdesk team for a copy.






Our 10 Community Commitments can be found in 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://www.hs2.org.uk/in-your-area)

Hard copies can be obtained from our Helpdesk team or at larger engagement events when we are able to hold them.

# HS2 in Hertfordshire



## Key

-  Water/river
-  HS2 route Phase One overground
-  Existing train line
-  Rail station
-  HS2 route Phase One underground

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

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

For regular updates on works happening in Hertfordshire you can sign up for news alerts at [hs2inherts.co.uk](http://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

This year our engagement team are holding regular drop-in sessions, which may be in person or virtual. These are hosted by your local engagement team and will be supported by our specialists should you wish to discuss specific topics. To find out more, including the times of your next drop-in, visit [www.hs2.org.uk/events](http://www.hs2.org.uk/events) or contact our Helpdesk team.

We'll also hold engagement events and webinars to inform you about work in your area. We'll publish more information on [hs2inherts.co.uk](http://hs2inherts.co.uk), or you can contact our Helpdesk team to find out more.

Our engagement team also attend Parish Council meetings and other local forums. If you would like the team to attend a community meeting in your area to give an update on HS2 please contact 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 [hs2inherts.co.uk](http://hs2inherts.co.uk)

If you'd like a hard copy, you can contact our Helpdesk team.





## 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 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](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 [hs2inherts.co.uk](http://hs2inherts.co.uk)

## We have more printed materials available

If you would prefer to have more information in a printed format, or you don't have access to the internet, we can provide printed copies of any of our publications. Please come and meet us at an in-person event, 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/)



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' Commissioner

The independent Residents' Commissioner makes sure we fulfill the commitments in the HS2 Community Engagement Strategy.

The Residents' Commissioner can be contacted on: : [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)

## 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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