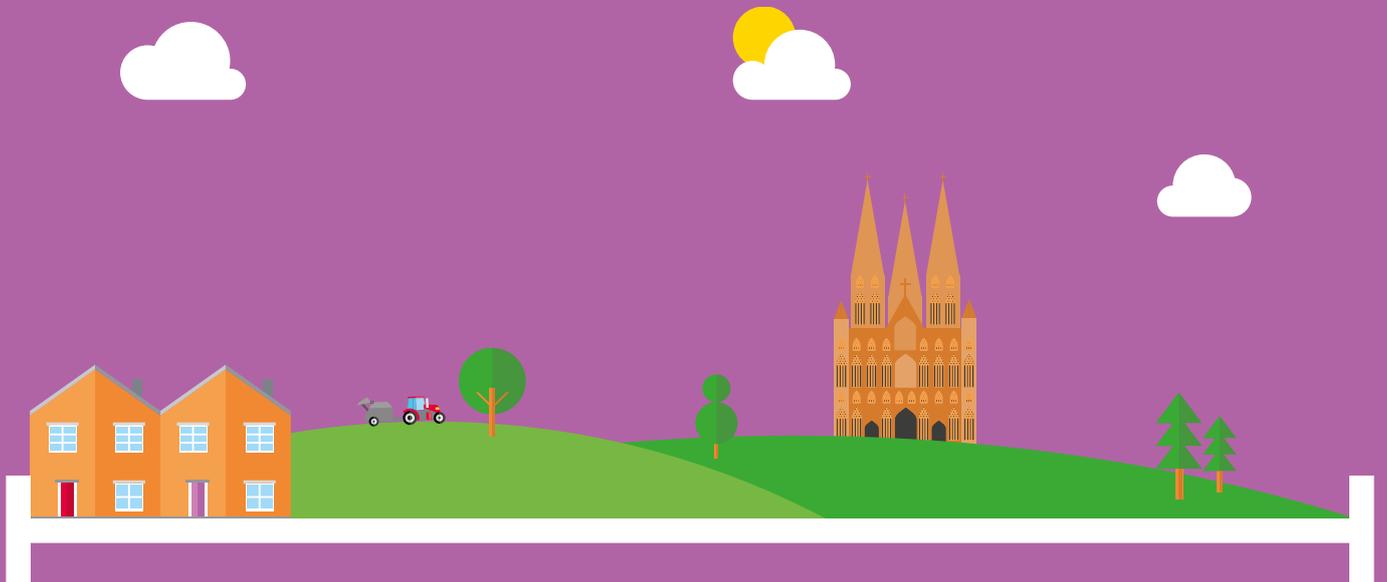


HS2

Being a good neighbour Our progress

January to June 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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Foreword

This report is our third Community Engagement progress report and marks a year since we published our first report in October 2018. This provides an important point to reflect on our performance since we first started reporting in January 2018.

Managing the impacts on communities from a Project with the size and complexity of HS2 inevitably presents challenges. My reflections are that we haven't always got this right and have perhaps arrived at our current approach later than we would have liked. However, our guiding principle of being a good neighbour to communities is now something I can see embedded firmly in the decisions we make within HS2 Ltd. Importantly, I'm now seeing the good neighbour ethos and culture permeating down into our suppliers and the contractors who are delivering work on HS2 up and down the country.

Whilst we strive to make sure we get our approach right, we will make mistakes and so complaints will be inevitable. What is important is how we respond to those complaints and learn lessons to help us do better. Our performance in this area is an important metric for the company. We're now seeing a trend of improvement with 90% of complaints responded to in 20 days or less and 95% of them resolved at the first stage of response. Maintaining this discipline and quality of service in the years ahead will be challenging and so it forms one of our key performance metrics.

The roles of the Independent Residents' and Construction Commissioners are also important in holding us accountable for how we live up to the commitments we have made in our Residents' Charter. Their work has been invaluable in highlighting the areas we need to focus on improving, as well as acknowledging the progress we have made. I am grateful to both the commissioners for their hard work and welcome their ongoing scrutiny.

But, as construction activity gains pace and the Project becomes real, we will need to find new ways to engage and communicate with a wider range of people. We've already achieved a lot in this area with activities like our Community Engagement roadshows, archaeology open days and site visits to help residents better understand the works underway. With our main civil engineering activities ramping up in the months ahead, our activities will become more visible and, in many cases more intrusive, to people along the route. Our role must be to work with our supply chain to make sure they live up to the commitments we have made to respect the areas in which we have been given the licence to operate. Recognising the almost unprecedented scale of construction activities over the next few years, we also have to remain agile and responsive to the concerns of our communities at different stages of the Programme.

I am pleased that we continue to improve our engagement with communities and that we are reaching new audiences. Over the past two years, we've laid the foundations of our Community Engagement approach which will enable us to keep improving. We will continue to listen, learn and respond, and we will adapt the way in which we work to ensure we are being a good neighbour every day.

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



What you'll find in this document

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The journey so far

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

Our journey so far

This is now the third report that demonstrates our progress towards being a good neighbour. We evaluate our progress against the 10 Community Commitments which help us to continually tailor and improve our community engagement activities. This report brings together facts, figures and case studies to help demonstrate what we have achieved so far. In the last report I committed to implementing a new Helpdesk function and reaching out to communities who may have a low awareness of the Project.

I am pleased to confirm that in April this year we introduced a new Helpdesk service, focusing on improving the customer experience for those who contact us by telephone or email. The new team is based at our headquarters in Birmingham, where they can work much closer with our Engagement Managers as well as colleagues across the business. Between January and June this year we received over 17,500 enquiries: an increase of 60% from the same period in 2018. The new Helpdesk team have been able to answer 72% of enquires at the first point of contact, which shows how they have been able to gain valuable local knowledge from their visits out along the route.

In May and June, we launched a new mobile engagement trailer and visited 14 locations and met with 3,000 people in towns and cities. This was just one of the ways we were able to reach out to new communities with information about HS2 and our partners including jobs, community funding opportunities and details of how to keep in touch with the Project.

We hosted archaeology-themed events to share the findings of our digs in local areas and you can read more about this on page 5. Our construction site safety project continued in primary schools along the route, and so far, the Playing it Safe theatre workshops have involved over 5,000 pupils.

We are also starting to see the benefits of our local engagement to promote the HS2 Community and Business funds. It's encouraging to see over £3.7 million has now been awarded to 67 local projects across the first phase of the Project, already leaving a positive legacy for those communities impacted by HS2.

Across Phase 2a we have been helping communities and stakeholders understand our early ground investigation work, by providing guided site visits and locally tailored information. You can read more about this on page 19.

We consulted on the emerging design of the Phase 2b route and responded to points raised by communities. We met with more than 2,300 people in June to talk about the changes we have made following consultation feedback received in 2018.

The next steps

We will build on this momentum throughout the rest of 2019 by working hard to be as responsive and considerate as possible. We will continue the improvement programme across our Helpdesk and complaint service. Over the next six months we will introduce a new call-back service, so you don't have to wait for us to answer your call.

We will also ensure our key Land and Property documents are written in Plain English and accredited with the Plain English Campaign Crystal Mark where possible.

Your feedback continues to be crucial in shaping our approach as we move forward. I welcome any feedback that you have as well as enquiries, compliments and complaints. Please let me know how you think we are doing, and what more we can do to further improve. Details of how to contact us can be found on the back page of this report.

Our fourth progress report covering the remainder of 2019 will be published in spring 2020.

Julie King

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



Community Engagement at a glance

Cumulative figures from January 2018 to June 2019

The figures below represent the cumulative totals from the start of our community engagement reporting in January 2018 to date. Throughout this report, the case studies have the detailed breakdown of figures for this 6 month reporting period.

44,244

Helpdesk enquiries

49,000+

people attended over **3,000** engagement activities including meetings, drop-ins and events across the whole line of route

9 out of 10

complaints resolved within 20 working days or fewer

5,000+

pupils attended **96** construction safety workshops at **63** schools across Phase One

95%

of the **742** complaints were concluded at the first stage of the review process

139,850+

people visited the **12** local community websites for Phase One and Phase 2a with over **4,600** subscribers to the local community websites since their launch

Over £3.71m

of funding has been awarded to a total of **67*** Community and Environment Fund (CEF) and Business and Local Economy Fund (BLEF) projects across the route

* The community and business funds for Phase One have been open since March 2017 and these figures represent the total awarded to date.

Our plan is to build and deliver the new railway in two phases. Phase One will link the West Midlands with London.

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



Not to scale. Based on indicative train service specification as at April 2018. Final HS2 timetable subject to consultation. You can check maps to see the planned routes for the High Speed Two (HS2) rail network at www.hs2.org.uk/where/route-map

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 the Project gains pace and the supply chain grows we need to make sure that we're behaving consistently and in line with our Community Engagement Strategy. This commitment looks at how well our staff and contractors understand and are behaving consistently with our Community Engagement Strategy.

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

Facts and figures

Overall

3 in 4

attendees are positive about our event experience

73%

say quality of information provided is good

Case study

Building positive relationships by visiting diverse communities, having face-to-face conversations and making new connections

In May and June this year we engaged with over 3,000 visitors at 14 busy locations, with a new mobile events programme. These events were an opportunity for us to travel along the route to talk with new people who may not have had the opportunity to engage with us before.

Visitors were able to speak to our team to discuss their interests and issues face-to-face. The events also provided an opportunity to showcase the benefits of the Project, including jobs, training programmes, as well as community and business funding. We were also able to signpost to further information and let people know how to stay in touch with us.

Feedback from these 14 summer mobile events was particularly positive, with over 90% of attendees saying they found the quality of information they received at these events good.





Q Case study

Being a good neighbour by preserving the past and involving you in archaeology and history

Before we build bridges, tunnels, tracks and stations, the largest archaeology programme ever undertaken in the UK will take place along the line of route. More than 1,000 archaeologists, specialists, scientists and conservators are currently exploring and recording at over 60 archaeological sites for the Project.

We've undertaken a wide range of engagement to share the findings from our archaeological sites. These are popular events that enable communities to learn more about the history of their local area.

This year in Birmingham we've shared our findings from the excavations at the 19th Century Park Street burial grounds, located on what will be Curzon Street station. In February we joined forces with Cafe Scientifique to share our findings at an evening talk. More recently we were at Birmingham City University's annual June Family Fun Day sharing our findings with more than 400 people. At this event, there was an opportunity to handle and find out more about some of the artefacts we've discovered at the Park Street site. Children were able to take part in a small replica archaeological dig where they could learn more about archaeology from our experts.

We've also been out across Northamptonshire, sharing findings from our archaeological works across the county, which span Bronze and Iron Age, Roman, Anglo-Saxon and Medieval periods. In February children from Greatworth Primary School had a fantastic opportunity to experience what being an archaeologist is all about. We hosted an interactive day focused on learning about archaeology by digging for treasure including animal bones, pottery pieces and plastic. In June, one of our construction partners, Fusion, held an evening archaeology event for residents in Chipping Warden and the surrounding areas. The event revealed there is a late pre-historic Romano/British settlement nearby.

As the archaeology moves forward and we uncover more finds across the route, we will ensure that we share these with local communities through regular community events and talks.



“

I really hope that there will be further presentations of this ilk and would look forward to attending. This is such a positive event for the community impacted by the construction of HS2.”

Attendee, Chipping Warden, June 2019

Commitments continued

Listening and responding

You have told us that you want to be able to talk to us regularly, and that you would like to have local and visible Engagement Managers in your area.

In our last report we said we would respond to this by	Since our last report we have	We will build on this momentum over the remainder of 2019 by
Continuing to hold regular local events along the route, so that communities and stakeholders can meet with us face-to-face on a regular basis.	Continued our regular programme of local events along the whole route, with over 12,800 people attending over 800 engagement activities from January to June 2019.	Expanding the programme of mobile events over the coming years to reach more people.
Broadening the ways we engage with you so that we can meet with a more diverse range of the public in ways that suit you.	Reached new audiences through new ways of engagement, as demonstrated by the case studies in this section. These case studies show how we have reached different age groups and people with lower awareness of the Project and its impact and benefits.	As we uncover more archaeological finds across the route, we will ensure that we share these with local communities through regular community events and talks. And we aim to reach more new audiences through our plans to share social history stories from local areas between Birmingham and London.



2

We will work with communities to develop local two-way engagement and communication programmes and ensure 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 Strategy and our Local Area Engagement Plans.

Facts and figures

78%

of our event attendees say we listened and responded well

Case study

Listening, involving and responding on design in Old Oak Common and the Colne Valley

In February we continued to involve communities in the station design for Old Oak Common. We sent out over 15,000 invitations to households in West London, as well as inviting local schools, colleges and community groups to visit events to see the new designs. As a way of reaching new audiences, the events took place at a range of community venues including a local business park and a busy local trampoline park during half term.

Attendees were keen to learn about and discuss the new designs. Around 50% of those who attended were new to HS2 and many were younger visitors, who were positive about the station and the materials on display.

We also responded to communities across Buckinghamshire on changes to the design of the Colne Valley Viaduct. In 2018 we held a series of events about the viaduct design. In June 2019 we held five follow up events, to demonstrate how we'd listened and changed our design plans to reflect the public's issues and concerns. Most notable is the addition of a walkway to allow the public to walk around the reservoir. Discussions at these events were positive with good feedback from the local community on the information that we presented. Traffic and road closures were important topics for the communities. Concerns about impact to the environment remain high. Despite these local concerns, overall, engagement was positive and constructive.



Commitments continued

Case study

Consulting on Phase 2b design

Following feedback from our extensive consultations in 2018, we began further consultation on our 11 proposed design changes to the Phase 2b route in early June this year.

Information events to support the consultation took place close to the locations of the proposed changes.

In total over 2,300 people attended the events to talk to us about the proposed changes, and we held over 100 one-to-one appointments to talk to those who are impacted in more detail.

We received positive feedback on how we'd listened to previous concerns raised by communities and how we'd made changes that demonstrate we've heard and responded to points raised.



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 have also told us that you want to see a range of different communication methods used.

In our last report we said we would respond to this by	Since our last report we have	We will build on this momentum over the remainder of 2019 by
Continuing to develop new ways of communicating to ensure we're meeting the needs of diverse populations, engaging in the ways that meet their needs.	Found new ways of sharing with communities how we have listened to their feedback on the design of stations and key structures, such as viaducts.	Continuing to provide a range of ways to engage with us, allowing you to choose to engage face-to-face, online, by phone or in writing, so that there is a method of engagement that suits the diverse communities with whom we work.
Publishing 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 in their area.	Published new Local Area Engagement Plans, which are covered on page 9 of this report, and increase the numbers of subscribers to our local community websites to over 4,600 people.	Continuing to share how we've listened, and the changes we've made based on your feedback, including on the Phase 2b consultation that took place over summer 2019.

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're 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 you in a way that is easiest and best for you.

Indicator: How well we are informing you about the Programme.

Facts and figures

139,000+

visitors to our community websites

4,600+

subscribers

Case study

Local community websites

We have 12 local community websites for Phase One and 2a for you to learn about what's happening in your local areas. You can also find out about the local HS2 drop-ins and events near you. The local websites are also used to communicate important announcements, such as upcoming planned works in the area and local community fund awards. Subscribers to our local community websites receive notifications and alerts on important local information, such as planned work and traffic impacts. To subscribe, please visit www.hs2inyourarea.co.uk

Case study

Publication of our Local Area Engagement Plans for Phase One

Our Community Engagement Strategy describes how we'll be a good neighbour to the communities we impact. We recognise that each community is different. We therefore tailor our approach in each area, so that we're being clear about when we're informing, involving, consulting or responding in ways that meet the needs of each community. One way we do this is through our commitment to sharing Local Area Engagement Plans for Phase One to explain how we'll deliver our Strategy in local communities.

The Local Area Engagement Plans:

- introduce the local Community Engagement team and partners working on our behalf;
- provide maps showing our key works in each area; and
- inform you about the different ways that you can contact us.

The Plans are available on our website as well as each local community website. Printed copies of the Plans are also available and can be requested from our HS2 Helpdesk team. You can contact them via Freephone 08081 434 434, Minicom 08081 456 472, and email hs2enquiries@hs2.org.uk



Commitments continued

Case study

Keeping communities and local businesses informed across Phase 2b

In May we held an all-day event at McArthurGlen East Midlands Designer Outlet to discuss the potential impacts that the Project may have on the site and any issues for those living locally. Over 50 people who work at McArthurGlen attended. The majority of attendees had little knowledge of the proposed scheme, welcoming information on the new railway and potential impacts on the area. The audience were also interested to discuss the wider benefits of HS2.

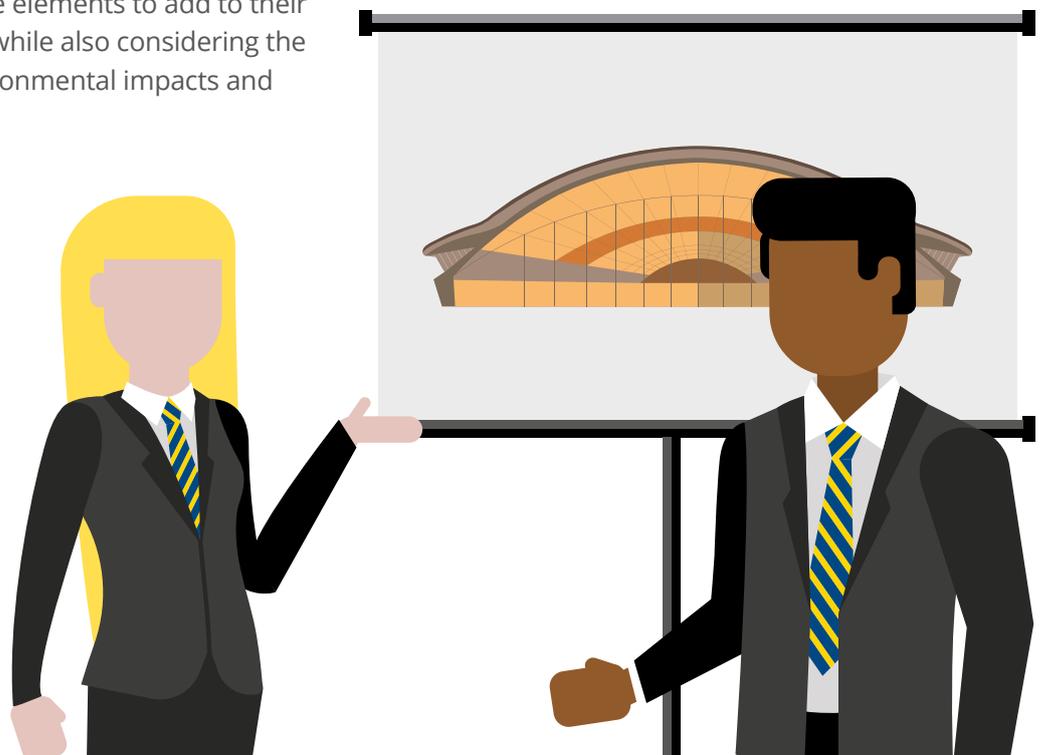
In February the HS2 Minister Nusrat Ghani and HS2 Chairman Allan Cook met small and medium enterprises across the East Midlands. The meeting helped us to understand what the priorities are for our stakeholders and how we can work together to address these priorities, wherever possible. It was also an opportunity to share the positive message that over 300 businesses across the Midlands have already delivered work on HS2.

In May we held an interactive workshop with members of the Erewash Youth Forum to raise awareness of the Project and hear their ideas on features they would like to see in the East Midlands Hub Station. The young people took on the role of the station's builders and chose elements to add to their preferred building design, while also considering the customer experience, environmental impacts and value to taxpayers.



As a group, we really thought about how we could make the station experience better for every kind of passenger who will use HS2. We proposed a design that was eco-friendly yet not too expensive, but also offered entertainment while you wait for your train."

Olivia, Year 9 pupil at Wilsthorpe School in Long Eaton



Listening and responding

You told us that traffic and noise impacts that may occur during the construction phase of the Project are one of your biggest concerns. You therefore want to be kept informed and up to date on works in your area.

In our last report we said we would respond to this by

Continuing to issue timely 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.

Since our last report we have

Continued in our aim to issue advance notifications to affected individuals to their home or business address with at least 14 days advance notice. We've also continued to share this information on our local community websites so that subscribers receive email alerts. If you receive one of our advance notification of works, you can discuss any questions with your local Engagement Manager, or with our Helpdesk team, who are available all day, every day.

We will build on this momentum over the remainder of 2019 by

Continuing to provide home owners and businesses with advance notifications, sharing this information through a range of methods.

Keeping communities in Phase 2b informed as the scheme design for the new railway develops.

Continued with a formal consultation process on the Phase 2b scheme design with communities and businesses, as well as continuing a regular programme of engagement described in the case studies in this section.

Continuing to keep communities and businesses along the line of route informed about the programme through a range of engagement methods including local community websites, mailouts and regular face-to-face events.



Commitments continued

4

We will operate a Freephone Community Helpline 24 hours a day, 365 days a year.

Operating a Freephone Community Helpline is the foundation of our approach to reliable, responsive customer service for everyone who contacts us. We want to be open and accessible, and make it as easy as possible for you to contact us.

Indicator: How well we handle your enquiries.

Our new Helpdesk team

April marked a major milestone as our new Helpdesk team moved into our Birmingham head office.

Having our Helpdesk team located here means that they can work closely and collaboratively with all of our teams, ensuring we answer your queries quickly and expertly.

Our Helpdesk team are available all day, every day, and they can be contacted by Freephone, Minicom, email or Freepost.

To help ensure that our Helpdesk team are able to understand the communities they speak with each day, the team have visited areas up and down the line of route, seeing communities first hand and learning about the issues they face.

“

I first contacted the HS2 Helpline yesterday. I spoke to Tom who was extremely helpful. I was really impressed with his helpfulness and manner. He even rang me back later in the day to tell me about the HS2 event the following day. Well done Tom!”

Community Member, Lichfield, Staffordshire

“

If you see something wrong then the Helpdesk number is definitely worth ringing as they do actually sort things quite quickly.”

Vicky, Hampton in Arden, Parish Council

“

Having been to the Hillingdon area I was able to talk about HS2's work in the local area which really helps build rapport and trust.”

Thomas, Helpdesk team



🔍 Case study

Our senior leaders listen and respond on the Helpdesk



Our senior leaders have taken calls on the Helpdesk this year. This gave them first-hand experience of what it really feels like to be a resident or local business impacted by HS2. The senior team have heard concerns directly from local people impacted by the Project and they have been able to experience how important it is that we listen and respond to these issues to resolve problems as quickly as possible. This experience has helped our senior team better understand the impacts that the Project is having on people and communities, and the importance of being a good neighbour every day.

“

In many ways the Helpdesk is the front door for the organisation and the experience people have when contacting the team will leave a lasting impression of the wider HS2 programme.

The professionalism of the team is impressive and the use of technology to allow us to track callers and their history helps ensure we maintain a dialogue with people affected by our work, which should all go to enhance the reputation of the company.”

Mark Thurston, CEO of HS2 Ltd

Helpdesk facts and figures: How do people choose to contact us?

You can contact our Helpdesk team by Freephone, Minicom, email or Freepost.

So far this year all of our contacts have been by either Freephone or email.

53%

of people choose to call us on our Freephone number

47%

of people opt for email

Commitments continued

Helpdesk facts and figures: How many people are contacting us?

As the Project gains pace, and the impacts become more visible to communities, our Helpdesk team are seeing a steady increase in the volumes of enquiries they handle.

Our Helpdesk activity has increased by 59% in 2019, when compared to volumes received by the same point last year.

Facts and figures

17,547

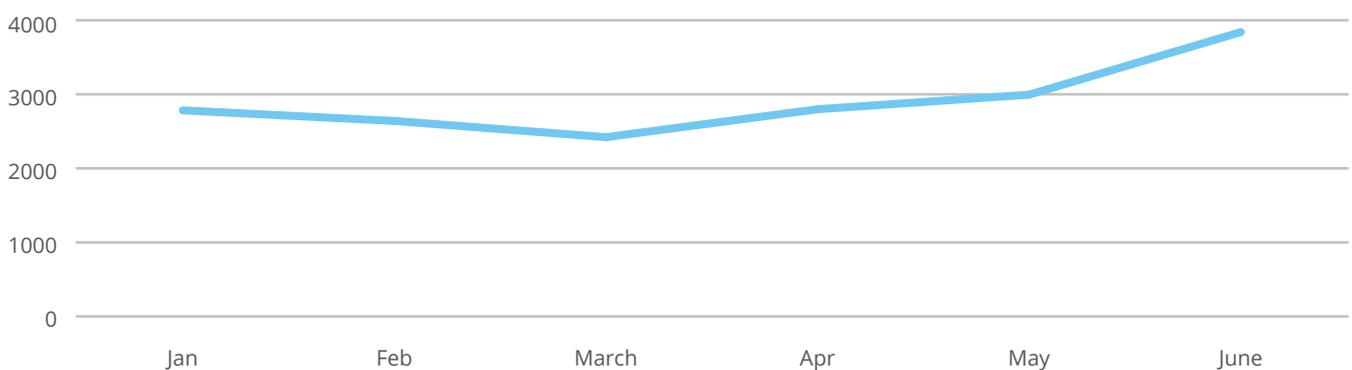
enquiries received from January to June 2019

An increase of almost

60%

when compared to the same point last year

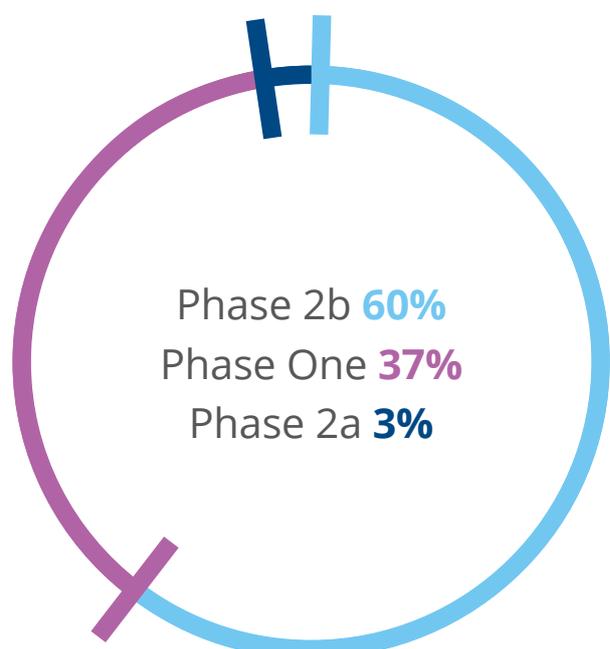
Total Helpdesk (phone and email) contacts by month (January to June 2019)



Helpdesk facts and figures: Why are people contacting us?

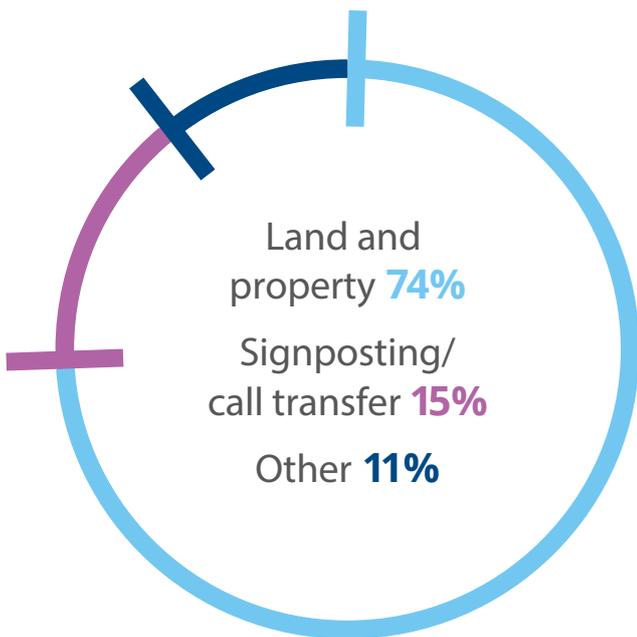
In June 2019 the part of the Project that generated the most enquiries was Phase 2b, with 60% of all contacts being about this part of the Project.

Helpdesk query by Project phase in June 2019



Queries about land and property make up the majority of reasons for a Helpdesk contact; 74% of all enquiries fall into this category.

Reasons for contacting our Helpdesk team in June 2019



Helpdesk facts and figures: What sort of service can you expect?

In June 2019:

99%

of enquiries resolved in 20 working days

72%

of enquiries resolved at the point of contact

28%

required follow up

Listening and responding

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

In our last report we said we would respond to this by	Since our last report we have	We will build on this momentum over the remainder of 2019 by
Raising awareness of the ways you can contact our HS2 Helpdesk team to ask questions or raise concerns.	Promoted our Helpdesk at all our events and ensured our existing and new public-facing materials clearly explain how to get in touch with our Helpdesk.	Implementing a new call-back scheme so that callers don't have to wait on hold during our busiest periods. We'll return your call as soon as a member of the team becomes available.
Moving our Helpdesk team to our headquarters in Birmingham to work alongside our local Community Engagement teams.	Moved our Helpdesk into the heart of our headquarters in Birmingham. We're already seeing benefits in how quickly we can respond to queries and provide answers at the point of contact by increasing the knowledge and expertise in the Helpdesk team.	Measuring the quality of our Helpdesk service through a regular customer satisfaction survey.

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.

Facts and figures

97%

of children rated the **Playing it Safe** workshop as good or excellent

After the workshop

99%

of children said they understood more about why construction sites are dangerous places



Case study

Playing it Safe workshops and booklet



In our first two progress reports, we profiled our programme of 'Playing it Safe' workshops, delivered by Arc Theatre.

The interactive workshop engages young people in thinking about the importance of staying safe when living or playing near construction sites. Up to the end of June 2019 we have delivered a total of 96 workshops at 63 schools, to over 5,000 children, with pupils and teachers giving overwhelmingly positive feedback.

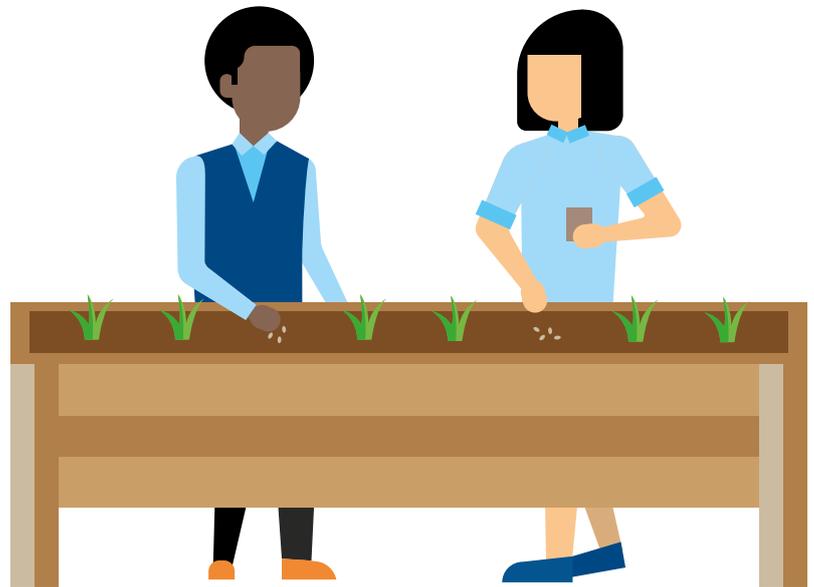
In June we also launched a new activity booklet to further enforce the importance of being aware of the dangers around construction sites. Every child who attends the workshop will receive a free copy of the booklet to take away.

This programme will continue over the remainder of 2019.

🔍 Case study

A green day in Chipping Warden

In May we held an ‘Empty Classroom Day’ at Chipping Warden Primary School with Fusion, one of our construction partners. 80 children attended workshops which covered ecology, our Growing Spaces project, bug hotel building and tree guard painting. The children showed lots of enthusiasm, were very inquisitive and weren’t afraid to get messy.



Listening and responding

You have given us very positive feedback about the health and safety workshops, and the Growing Spaces project. Having received the positive responses, we’re looking at how we can expand these projects so that others can benefit from these learning experiences. In our last report we said we would respond to this by:

In our last report we said we would respond to this by	Since our last report we have	We will build on this momentum over the remainder of 2019 by
Expanding the safety workshops at schools beyond Phase One.	Continued to develop our plans to expand the Health & Safety workshops. This will ensure we can continue to educate children in how to remain safe near construction sites at a time that is most impactful for them.	Continuing to work with schools to educate children who will be living close to construction of the new railway. To ensure we keep communities impacted by the project safe, we are developing our approach to vulnerable people, through a programme of training for our staff, and by publishing a vulnerable people framework. Finally, we will continue to ensure our Helpdesk team respond to community Health and Safety concerns as a priority.
Expanding our Growing Spaces project more widely across Phase One.	Expanded our Growing Spaces project, giving back to our local communities in innovative ways.	Continuing to roll out the Growing Spaces project to ensure as many children and communities as possible benefit from this work.

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 contractors 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

Listening to the community on traffic concerns

We recognise that road closures and diversions affect both the travelling public and the local community, and can cause significant impacts on journey plans. We listened to community views on the proposals to close a major road in Hillingdon in May and June 2019. The community's main concern was the road being closed during the GCSE and A level exam period, and the impact that the closure could potentially have on getting to exams on time. After careful consideration, including balancing the cost and time impacts of delaying work, we revised our plans and moved the closure so that it would start in late July and run over the main school summer holiday period instead.

Q Case study

Understanding Ground Investigation (GI) Works in Phase Two

Across the Programme we're ensuring local residents have the opportunity to look behind the scenes of the Project. This helps them to better understand our early works and also allows us to hear local questions, concerns and considerations.

To coincide with our ongoing GI work along the Phase 2a route, we arranged a visit for local parish councillors to our site compound at Manor Road in Blakenhall. The visit began with one of our engineers providing an overview of the work programme, and an explanation about why the works were taking place. The group were then taken out on site to a local farm to see a rig in operation where they had the opportunity to ask questions about the various equipment and related analysis.

To further help local communities understand GI works we also held focused community drop-ins in May and June. The sessions provided the opportunity to meet their local Engagement team and speak directly with our GI contractors, Balfour Beatty Vinci (BBV) and Arup, who provided useful background about the work. We gathered valuable feedback from residents which will help us as our GI programme progresses. Those attending the events were very positive about the quality of information we provided and the extent that people felt they had been listened to.



The visit was most worthwhile. As well as giving us first-hand information about Ground Investigations, it also helps us answer any questions that may arise from residents about what is happening. Over and above this, I believe these sorts of events are worthwhile for the ongoing relationships between HS2, the contractors and the Parish Council, and therefore should be encouraged.”

Councillor Charles Cole

Listening and responding

You have told us that you want us to minimise disruption as far as reasonably possibly when we are working close to residential areas.

In our last report we said we would respond to this by	Since our last report we have	We will build on this momentum over the remainder of 2019 by
Continuing to work closely with communities to understand how our work impacts them. This includes listening to concerns so that we can find solutions that address issues, putting rapid mitigation in place wherever possible.	Continued to deliver drop-in sessions and one-to-one targeted surgeries with our partners. This enables us to understand the concerns of communities and ensuring we can work together to find solutions and mitigations where possible.	Continuing to listen to community concerns about disruption, including traffic and transport issues, finding solutions wherever we can.
Providing communities with access to our partners and facilitating site visits to help them better understand the work taking place in their area.	Facilitated site visits for both communities and stakeholders. This helps local communities understand the nature and purpose of our current construction work, and provides an opportunity to ask our experts about the mitigation actions we're taking.	Continuing to offer communities and local councils the opportunity to visit construction sites to better understand the work taking place and ask our experts their questions. We will extend this offer to MPs so that they're better informed.

Commitments continued

7

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

We know 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.

Facts and figures

Since the funds opened in March 2017

£3.71m

of funding was awarded to 67 local projects through our Community and Environment Fund (CEF) and the Business and Local Economy Fund (BLEF) along the route of Phase One

The

£1.2m

Camden Fund supports Camden communities during construction

The panel has now awarded £1,208,000 of the fund to 17 projects

Case study

Community and Environment Funds (CEF) projects

Road Farm Countryways Community Interest Company (CIC) in Great Missenden

Road Farm provides a hands-on educational facility for young adults with learning and physical disabilities. They have been awarded £74,950 for the refurbishment of a barn to provide accessible changing rooms and toilet facilities, and a new workshop to provide training.



Amersham Museum

Amersham Museum has been awarded £16,080 to supply materials and equipment for their travelling oral history exhibition. A great example of an organisation that sits at the heart of the village and provides outreach to bring communities together.

Play equipment and war memorial project in Warwickshire

In Water Orton, North Warwickshire, two projects received CEF funding. Water Orton Parish Council received £9,216 to install new play equipment in the village for children aged under five and the CEF fund has also contributed £10,000 towards the Water Orton War Memorial Project.

Wendover Swimming Pool

Wendover Swimming Pool is a community facility in the heart of Wendover that was built, and is now run, by volunteers.

The charity that operates the swimming pool secured £74,000 of CEF local funding for the refurbishment of the pool and facilities, including vital boiler upgrades, to enable the pool to continue to provide swimming facilities to the local community.

Case study

Supporting Local Businesses #onboardlocal

Across the country 2,000 businesses are already helping to deliver HS2; over two-thirds of which are small and medium-sized enterprises. As the Project continues to gain pace, we're working hard to make sure that opportunities for local businesses in communities along the route are realised. We want as many local businesses as possible to be matched up with the contractor programme needs and priorities.

Bon Bon Café

John Wilson and Alex Mustafa run the Bon Bon Café, based in Birmingham, which is already feeling the benefits of having the Project in their area.

Bon Bon are currently providing catering services for meetings to our contractor partner LMJV and regularly deliver the basics to their offices and construction sites. The business also plays an active part in their community, working with local homelessness charities.



We have over 30 years' experience in the catering business. It's great that the HS2 project is supporting local businesses and we are excited about the opportunities it will bring. We can't go around on creaky Victorian railways forever. I say just go for it!"

John Wilson, Manager, Bon Bon Café



Commitments continued



BFA Recycling

BFA Recycling operate a metal processing business very near the HS2 gas pipe relocation site in Harefield and are being employed to remove and recycle the metal. BFA are a family run business and employ around 25 local people, recycling around 1,200 tonnes of metal every week. BFA can already see the positives of HS2. As well as the new business they are receiving, they have seen a fall in burglaries on their premises since our site setup, with the additional nearby security helping to minimise unwelcome visitors.



The work we are doing for the Project has had a positive impact so far, and we are keen to carry on working with HS2 to help make the most of the opportunities the Project will bring.”

Daniel Holder

Case study

Contractor Community Investment

Safe Shelter and support in Camden

One of our construction partners Costain Skanska Joint Venture (CSJV) have collaborated with St Mungo's homeless charity to provide a space for a temporary homeless shelter in Camden. The Old Tenants Hall within the Regents Park Estate became the 'floating hub', a space for safe shelter, intensive assessment and wraparound support for homeless people. This was the first ever shelter provided on a construction site, where 26 people were supported over a two-week period. As a result, five homeless people are now in accommodation and full-time employment. St Mungo's considered this their most successful hub to date.

Reusing furniture for community support in Birmingham

Hundreds of items of furniture were saved from the scrap heap and will be reused in two new homeless shelters, thanks to collaboration between us and one of our construction partners, Laing O'Rourke and Murphy (LM). Prior to the demolition of former student accommodation in central Birmingham, good quality furniture from 200 rooms, no longer needed by university staff or students, has been removed and stored. This furniture will be used in shelters being opened by Birmingham City Council in 2019 for vulnerable people. When the new homeless shelters in Highgate and Aston are ready to be furnished, we'll be there to help to install the furniture and prepare the shelters for opening day.

Listening and responding

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

In our last report we said we would respond to this by

Continuing 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 benefited, are fully aware of the full range of opportunities offered by HS2.

Since our last report we have

Ensured that we engage and support local businesses and charitable organisations along the line of route. Small and medium-sized businesses are receiving day-to-day benefits working with our contractors and staff.

Committed to recycling materials from our sites and working with local social enterprises and businesses to put these materials to good and varied use in local communities.

We will build on this momentum over the remainder of 2019 by

Continuing our work with local businesses, including reporting on the numbers of we are who we're engaging with, and the benefits being delivered.

Continuing to promote funding opportunities for impacted communities, particularly in those areas yet to benefit from funding for local projects, to ensure that benefits are shared along the line of route.



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.



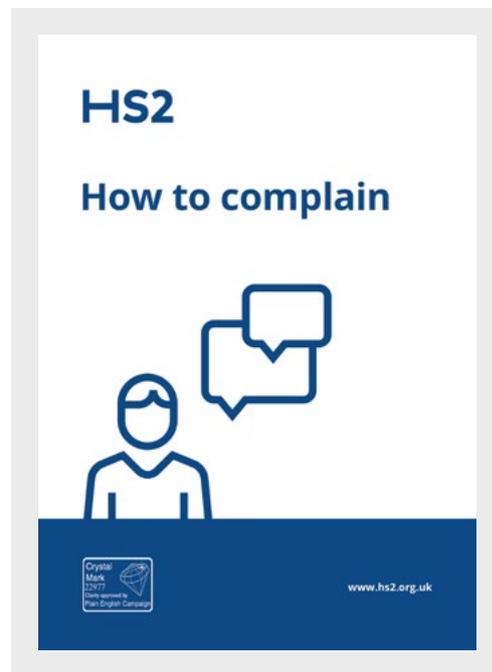
As with all good complaints procedures, HS2 Ltd aims to resolve difficulties and differences at the earliest stage possible. But should a complaint escalate, the process at stage 2 is amongst the most thorough I have ever come across. The commissioning of internal case reviews conducted by senior members of staff to inform a personal response from the Chief Executive is very good practice. Indeed, it sets a standard that few other complaints systems come close to meeting.”

Stephen Shaw, Independent Complaints Assessor

Our complaints process in more detail

Our complaints procedure is published at www.hs2.org.uk/how-to-complain

Our complaints booklet has been recognised with the first **Plain English Campaign Crystal Mark** for HS2 Ltd. This recognition provides independent reassurance that our complaints services can be easily understood by the public.



Complaints facts and figures

How many people complain?

We received 295 complaints between January and June 2019, compared with 165 at the same point in 2018. This is an increase of almost 80%, which is to be expected as the construction of the railway becomes increasingly real for those living along Phase One.

Why do people complain?

Over 89% of all complaints from January to June 2019 related to early preparation works for building the railway between Birmingham and London. The main reason people in Phase One complained was because of noise and vibration concerns, followed by traffic and transport issues. If you have concerns about these issues you can contact the our Helpdesk team all day, every day, on 08081 434 434.

Complaints totals

Complaints January to June 2019

	Phase One	Phase 2a	Phase 2b	Route-wide	Total
Programme and Delivery	225	8	2	4	239
Land and Property	15	6	6	0	27
Community Engagement	20	1	3	0	24
Corporate Services	3	0	1	1	5
Health, Safety and Security	0	0	0	0	0
Total	263	15	12	5	295

How quickly do we resolve complaints?

Between January and June 2019:

96%

of 295 HS2 complaints were resolved within 20 working days

99%

of HS2 complaints were concluded at the first stage of the complaints process

Listening and responding

We will do all we can to ensure that communities do not need to use the complaints process. But when you do need to complain you want us to operate a clear, fair, accessible and efficient process.

In our last report we said we would respond to this by

Ensuring that information about how to access the complaints service is accessible, clear and easy to understand, using Plain English for all of our communications.

Since our last report we have

Received the first Plain English Campaign Crystal Mark for our complaints booklet. This booklet explains how to get in touch with us, and is easy to understand and accessible. This helps ensure that we are able to listen to our local communities effectively.

We will build on this momentum over the remainder of 2019 by

Continuing to provide an accessible and responsive complaints service, aiming to continue to resolve complaints within 20 working days, and at the first stage of the complaints process.

Implementing recommendations from the Independent Complaints Assessor and our independent commissioners wherever possible.

Implemented the recommendations from the Independent Complaints Assessor.

Continuing to implement recommendations wherever possible.

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.

Finding out about our property schemes

Communities and businesses located near the approved or proposed route have access to the 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 www.hs2.org.uk

Our Helpdesk team can answer any of your questions about our property schemes and is available all day, every day on 08081 434 434.

Case study

New ways of engaging impacted people on land and property issues

Video guidance for HS2 Need to Sell Land and Property Schemes

We've created a series of seven videos to provide clear and accessible guidance on our Need to Sell Land and Property Schemes. To date the videos have had over 750 views on our YouTube channel. Each short video gives information on how to apply, meet scheme criteria and signposts to other guidance where appropriate. We also detail what will happen to your application once submitted, who will review it and how a decision will be made. You can view these videos on our YouTube channel by searching 'HS2 Need to Sell.'

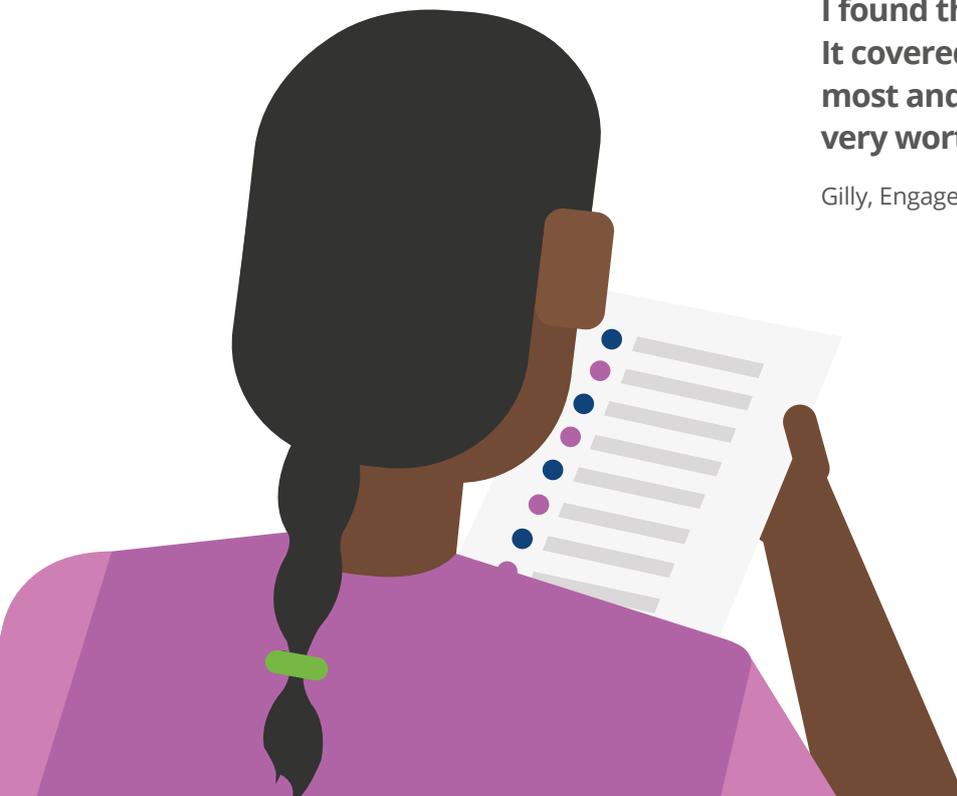
Targeted one-to-one surgeries

Phase 2a and 2b Engagement teams have met impacted people throughout 2019 through targeted one-to-one surgeries. These surgeries enable people to meet the experts to talk through their issues and concerns face-to-face.



I found the session really very useful. It covered what I am asked about the most and so it was very relevant and very worthwhile."

Gilly, Engagement Advisor



🔍 Case study

Training our frontline staff

As part of our commitment to continuous learning we've provided extensive refresher training on Land and Property issues to our Helpdesk and Engagement staff this year. This ensures the skill set of our front-line staff is fully up to date, which means we can answer queries from communities quickly and efficiently.

Land & Property facts and figures

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

Discretionary Property Schemes from inception to 30 June 2019	No. of applications	No. accepted
Rural Support Zone	695	574
Homeowner Payment Zone	855	735
Need to Sell	830	295

Listening and responding

You have told us that we still have more to do to promote awareness of the property schemes. We have listened to your feedback and updated our property scheme policies to reflect what you told us.

In our last report we said we would respond to this by	Since our last report we have	We will build on this momentum over the remainder of 2019 by
Looking at more ways to make the information about the schemes as accessible as possible throughout 2019.	Reduced the frequency of communications, as you told us every three months was too often. These are now sent every six months.	Continuing to review the frequency and tone of our communications to ensure they are as accessible as possible.
Making the information we provide as clear as possible, using Plain English to describe the schemes that are available.	Ensured clear and concise communications by explaining why we are contacting you and signposting to further information where necessary.	Ensuring key Land and Property documents are written in Plain English and receive crystal mark accreditation.

Commitments continued

10

We will display the Residents' Commissioner and Construction Commissioner's contact details on all relevant materials, along with the HS2 Helpline information 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 commissioner's 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.

More about the Residents' Commissioner – Deborah Fazan

The Residents' Commissioner oversees and monitors our commitments to you. The Commissioner published 11 reports up to the end of June 2019. Her reports and our responses can be found at www.gov.uk/government/collections/hs2-ltd-residents-commissioner

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 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

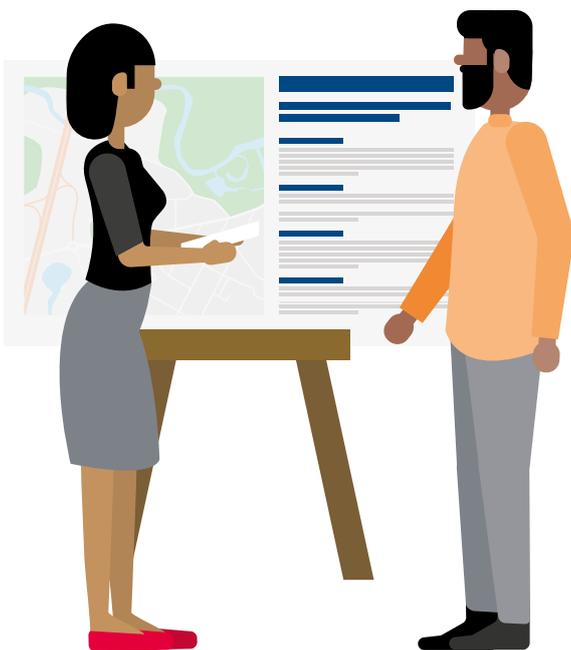
More about the Construction Commissioner – Sir Mark Worthington

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

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



Case study

Commissioner community and site visits

To help understand community issues, our independent commissioners have regularly visited communities, talking to local people about the issues that matter to them. The commissioners also regularly visit construction sites to see the impact of the Project locally, and the mitigations that are being put in place.



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.

In our last report we said we would respond to this by	Since our last report we have	We will build on this momentum over the remainder of 2019 by
Working with our commissioners to learn lessons from their feedback and continue to respond to the regular reports published by them.	Published our commissioner contact details within our published materials and website.	Continuing to learn from commissioners' recommendations and reports.
Sharing (or continuing to share) commissioner contact details as widely as possible.	Ensured that commissioners are involved in our engagement work and site visits to ensure that they understand the impact on local communities and residents' feedback.	Continuing to publish commissioner contact details widely, and involve both commissioners in site and community visits so that they can hear views on the ground as often 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

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