

HS2

Local Area Engagement Plan Camden

Version 2 – Winter 2025/26



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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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Welcome to the Camden Local Area Engagement Plan

This plan, the first of its kind, has been developed with the input of representatives from the Camden community. It was drafted with the assistance of an independent facilitator, chosen by the community representatives.

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Foreword

Welcome to the Camden Local Area Engagement Plan

We know that planning and building the railway disrupts the lives of local people. We will always try to do the right thing and reduce disruption as much as we can. How we and our contractors behave is as important to the railway's success as what we are delivering.

Our aspiration is to respect people and the places in which HS2 Ltd operates, being sensitive to the needs of local communities and earning our licence to operate.

The HS2 Ltd Community Engagement Strategy, last updated in January 2025, sets out how we will keep you updated on issues that affect your area, how we will involve communities in opportunities as we plan and build the railway and how we will respond to questions and concerns.

We want to actively involve the community in the project in Camden, taking on board views wherever we can and listening to local insight. We will work hard to tailor communications to local needs, and demonstrate we are listening to and acting on any concerns raised.

In this local area engagement plan we have set out 10 commitments that we will use as the basis to measure our success. These commitments, set out on page 33, will drive our actions and decision making, and those of our suppliers.

It is critical that we work closely with the community given the scale and duration of construction activities in Camden.

In 2023 the Government announced a rephrasing of the construction of HS2 in Euston and changes to the way that a new station will be delivered. Commitment has been reaffirmed to bring HS2 trains to Euston, and whilst work continues to prepare for a new future station there is an opportunity to open up some areas for temporary community use. HS2 Ltd and partners want the community to be involved in shaping what these uses could be.

We look forward to continuing to work with local people during this period and ensuring HS2 delivers for the local community and passengers.

Building relationships in Camden



Through the commitments set out in this plan, we have set high standards for our suppliers in the way they plan their work and communicate with local residents and businesses.”

Throughout the design and construction of HS2's Euston station, we are focused on upholding the principles of respecting people and places. We are mindful of the impacts HS2 will have on communities in Camden and want to build trusted relationships with those living and working in these areas, meeting their individual needs wherever possible.

Through the commitments set out in this plan, we have set high standards for our suppliers in the way they plan their work and communicate with local residents and businesses. We are working closely with them to help them understand the communities and their concerns and to involve local people in opportunities as we plan and build HS2.

I expect everyone delivering HS2 to do so as respectfully as possible – being open, honest, listening to feedback and meaningfully engaging to help shape the project and the way in which it is delivered.

Andy Swift
Euston Area Director,
High Speed Two (HS2) Ltd



Contents

Introduction

| | |
|--------------|---|
| Introduction | 6 |
| What is HS2? | 7 |

What does HS2 mean for Camden?

| | |
|--|----|
| What does HS2 mean for Camden? | 8 |
| Are all parts of the borough affected? | 11 |
| Camden-wide map | 12 |

Engagement in Camden

| | |
|--|----|
| Engagement in Camden | 14 |
| HS2 route-wide strategy and vision | 15 |
| Our Camden engagement principles | 16 |
| The Camden community's priorities | 17 |
| Opportunities for Camden | 19 |
| How we will engage with you | 20 |
| Supporting inclusion and accessibility in Camden | 22 |
| How we will measure our success | 23 |
| How engagement feeds into HS2 Ltd | 24 |
| What happens when you give us feedback | 25 |
| Who is who in the Euston area | 26 |
| Organisation relationship | 28 |
| Help and advice | 29 |
| How to complain | 31 |
| Keeping your information safe | 32 |

Our Community Commitments

| | |
|---------------------------------|----|
| Our Community Commitments | 33 |
| 10 practical Camden commitments | 34 |
| Our key documents | 36 |

Introduction

What is the local area engagement plan?

This local area engagement plan sets out the ways in which HS2 Ltd, the company responsible for the delivery of the High Speed Two (HS2) rail project, and the contractors it works with, will engage with communities in Camden.

It ensures the delivery of HS2 Ltd's route-wide community engagement strategy, and the commitments it makes, at a local level.

It aims to ensure that everyone who lives and works in Camden, and who is affected by HS2:

- is kept well informed, and knows how and where to access information;
- can quickly and easily obtain responses to any questions or concerns; and
- wherever possible, as part of a commitment to genuine two-way engagement, can feed in ideas, opinions and expertise to help shape the design of the project and the way in which it is delivered.

Who has written it?

Uniquely, the first version of the local area engagement plan for Camden was drafted with the assistance of an independent facilitator, chosen by local community representatives.

It was written in close conversation with community representatives and HS2 Ltd engagement staff, through a series of meetings and workshops.

This second edition of the local area engagement plan has been prepared by HS2 and reviewed and agreed by community representatives.

Who is it for?

The Plan has two main audiences:

Camden's local community

Any person, group, business or organisation who lives, works or is based in Camden and who will be affected by the new HS2 project. It particularly focuses on the needs of residents.

HS2 Ltd staff and contractors tasked with delivering engagement

The plan sets out the standards and activities they have committed to, and that they are contractually required to apply and deliver. It acts as a shared reference for them and the communities they work alongside.

How often will it be updated?

This is the second version of the Local Area Engagement Plan for Camden. It will be updated periodically to respond to different phases of delivering HS2 in Camden.

Would you like to be involved in drafting future versions?

Please contact us at hs2incamden@hs2.org.uk or contact our HS2 Helpdesk team on 08081 434 434. They are also available via Minicom 08081 456 472 and email hs2enquiries@hs2.org.uk



What is HS2?

HS2 is a new high-speed rail network for Britain, and currently the largest infrastructure project in Europe.

The new high-speed line will provide faster, more reliable and more frequent rail services between London and the West Midlands, as well as destinations further north. HS2 will free up capacity, or space, on the congested network for better local and regional services, meeting increasing passenger demand and boosting economic growth. Our superhub station is at Old Oak Common in west London and the first trains are scheduled to run from there to the West Midlands in the early 2030s, with the railway then being extended to the new HS2 station in Euston.

HS2's vision is to act as a catalyst for growth and help level-up the country, boosting growth in the Midlands and North and opening up new employment and leisure opportunities for millions of people.

The 2017 Act of Parliament

HS2 Ltd was given the official go-ahead through an Act of Parliament in February 2017.

The Act determines the permitted route and 'footprint' of the railway track and associated infrastructure and stations, and sets out legal requirements that must be followed. An accompanying Environmental Statement sets out potential environmental impacts, and requirements to deliver within agreed limits.

The Undertakings and Assurances register is a list of commitments that the Project must deliver. See www.gov.uk for more detail.

For example, one assurance is that this Local Area Engagement Plan will be written, and followed, by HS2 Ltd and by contractors who work for them.

You can check maps to see the planned routes for the HS2 rail network at www.gov.uk/check-hs2-route

Network map



Key

—○— HS2 line and stations

..... Existing rail network

What does HS2 mean for Camden?

Euston overview



Work led by HS2 Ltd and its contractors

A number of construction compounds have been set up around Euston station and Adelaide Road. These are broadly indicated with an orange outline.

- 1** Euston station will expand to the west, with new tracks, platforms and facilities. In line with direction from Government, the construction of Euston is currently paused to allow time to look again at the design and ensure it is affordable and delivers for communities and passengers.
- 2** A number of public spaces will be lost permanently, others temporarily. Over 20,000sqm of designated public open space will be lost during construction. For example, St James' Gardens and Euston Square Gardens. HS2 Ltd has paid for interim improvements to other existing public spaces. New spaces will be provided by the end of the project, equivalent in size to those lost.
- 3** Some facilities are being relocated, most significantly the temporary taxi rank.
- 4** The railway line running north from the station will be widened.

- 5** A tunnel will be bored to take trains out of Camden. Trains will go underground just south of Mornington Street Bridge, adjacent to Park Village East, NW1.
- 6** Three headhouses are being built: at the tunnel mouth, the Euston Cavern at the north end of Park Village East and at Adelaide Road, NW5. The headhouse at Adelaide Road is not shown on this map. These provide for intervention, evacuation, ventilation and house electrical equipment.
- 7** Granby Terrace and Hampstead Road bridges will be lengthened.
- 8** A temporary lorry holding area will be based at the zoo car park north of Regent's Park.

This map is for indicative purposes only. For detailed plans and profile maps, please see the latest available plans at: www.gov.uk/government/publications/hs2-plan-and-profile-maps-post-house-of-commons-select-committee-2016-london-metropolitan
 The map shows the current approved lorry routes. Future routes will be confirmed in due course. Other utility works are being confirmed and are not yet shown on this version of the map.

What does HS2 mean for Camden? continued

What will happen in Camden?

Euston station is the final southern stop on the new rail line. This means considerable construction activity, not only in Euston, but throughout the borough, as new tracks and railway infrastructure, including a new tunnel, are built. At the same time, a number of other linked development projects are taking place in Euston, to improve transport facilities and to build new homes, shops and offices.

Work led by others

HS2 Ltd does not directly influence this activity, but will co-ordinate with it as much as possible. HS2 Ltd will encourage those organisations operating in the Camden area to come together to co-ordinate communications and engagement activity (see page 26 for more info and contact details). We are also carrying out initial construction work (the 'substructure') to enable these projects. The HS2 station construction design is also co-ordinated to enable the other projects.

A master plan is being prepared to provide commercial, housing and retail development, with public space, around the station. HS2 Ltd is working with developer Lendlease and Camden Council to ensure a co-ordinated approach.

Network Rail plans to rebuild the existing Network Rail station.

Camden Council, the authority that grants planning permission for any development, is preparing guidance to direct the type of development that happens around Euston station.



Are all parts of the borough affected?

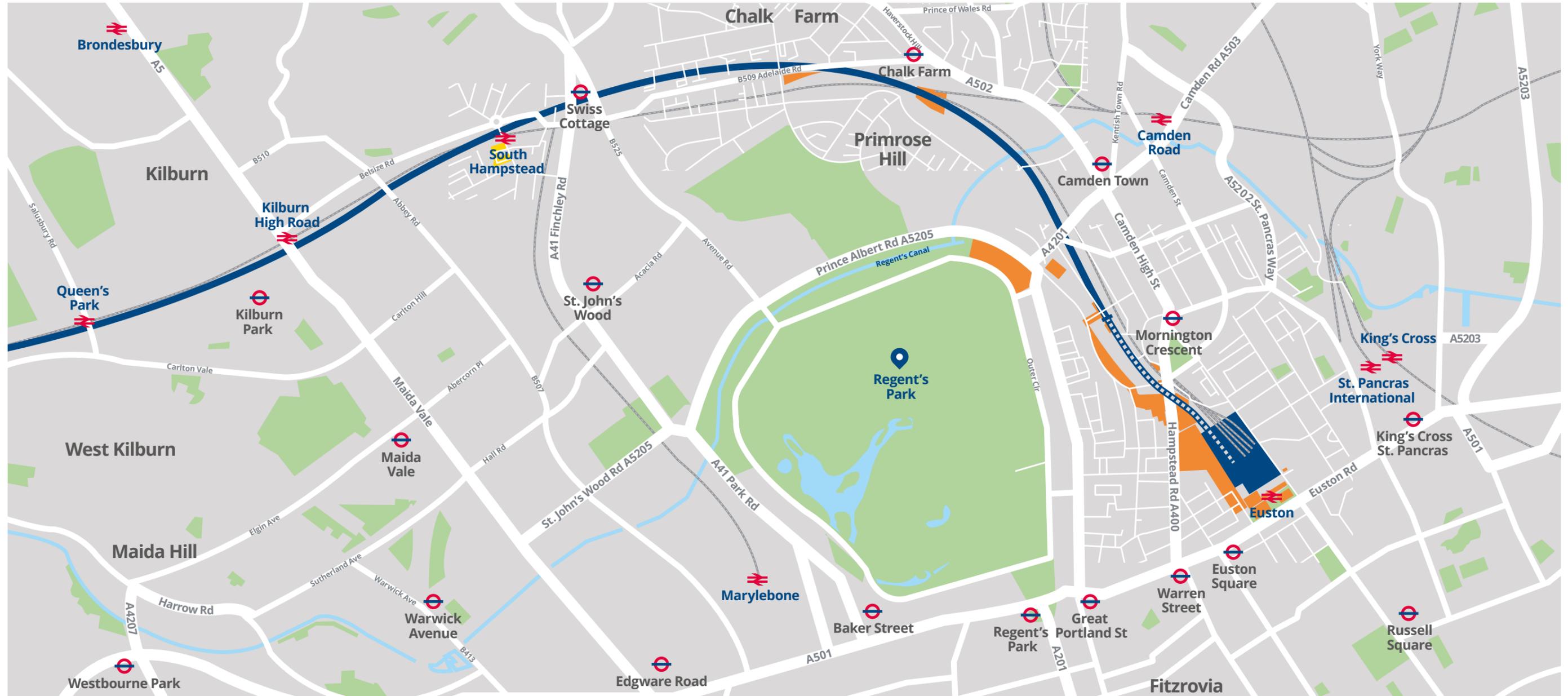
- Most communities will see no work in their neighbourhoods, although there will be increased traffic from construction vehicles in many areas. During the height of construction works, there will be large numbers of large goods vehicle journeys per day, increasing traffic congestion and possible air pollution.
- Communities around Euston station and as far north as Park Village East will be significantly affected by works to construct the new station, tracks and tunnel mouth, resulting in permanent changes.
- Many buildings – including a significant number of homes – have been demolished. (Replacement social housing homes have been built, and residents have now moved into the new homes).
- Some streets are being closed. Some hotels, restaurants, pubs and shops are also being demolished with resulting loss of jobs.
- Some green spaces and community facilities are being temporarily or permanently closed. There are plans for re-provision of some spaces elsewhere.
- Green space on the Regent's Park Estate used to accommodate replacement homes has been lost forever.
- Enhancements to remaining open spaces are being funded and replacement open space being planned within the final scheme.
- Over 200 mature trees are being removed. We are planning construction works so that we can retain trees for as long as possible, and providing replacement trees to help mitigate the loss of each tree removed as a result of HS2 work. We acknowledge replacement trees are younger, smaller and distanced from those lost, and that it may take more than 50 years for the new trees to reach an equivalent size.
- Many residents will be affected by noise and vibration linked to the works. 1,300 homes will be offered noise insulation and ventilation to help mitigate any noise. For more help and advice, please see page 29.
- Communities in Belsize Park around the Adelaide Road headhouse will be significantly impacted by construction, although not to the same degree as Euston communities.
- Works have commenced to fence the HS2 site on Adelaide Road off from the adjacent Adelaide Local Nature Reserve. The HS2 site occupies the Chalk Farm Embankment, a designated Site of Importance for Nature Conservation (SINC), which is a visually prominent woodland formerly owned by Network Rail and will be almost completely lost for the vent shaft and car park to be constructed. Road traffic in the area will be greatly impacted by the contractor's closure of Adelaide Road for much of the duration of work.
- Communities over the tunnel route may be affected by localised underground preparatory works such as utility strengthening or ground investigations. HS2 Ltd has yet to clarify whether there will be any construction activities on the surface at Alexandra Road Park and Alexandra Place.
- Settlement deeds are available to reassure residents in relation to tunnelling (see help and advice on page 29). There will also be monitoring equipment installed on buildings where identified as needed.

Camden-wide map

Borough map

Key

- | | | | |
|---|--|--|--|
|  Parkland |  Rail station |  HS2 route Phase One underground |  Tube station |
|  Water/river |  Existing train line |  HS2 route Phase One overground | |
|  HS2 works |  Works no longer required for HS2 |  Future footprint of Euston station | |



HS2 Ltd regularly publish a look ahead of HS2 works taking place in Camden. The documents include a forward look of planned construction activities every three months. They can be found at:
www.hs2.org.uk/documents/collections/hs2-in-camden-construction-forward-looks-2021/

This map is for indicative purposes only. For detailed plans and profile maps, please see the latest available plans at:
www.gov.uk/government/publications/hs2-plan-and-profile-maps-post-house-of-commons-select-committee-2016-london-metropolitan

Engagement in Camden

Community engagement is about creating a long-term and trusted communication with the communities in which the railway will be built and operated.

What we mean by community

When we talk about community we mean any person, people, business or organisation who:

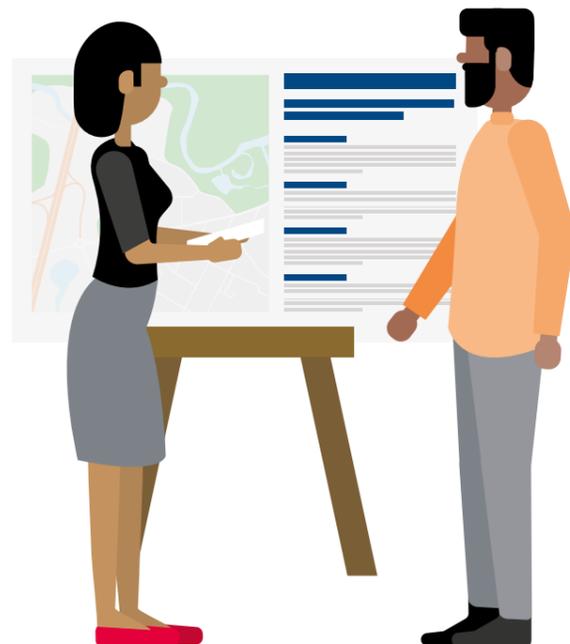
- will be affected by the new railway or its construction;
- has a special interest in HS2, such as environmental or technical stakeholders;
- is elected to represent the communities in which the new railway will operate; and
- is responsible for holding us to account.

Understanding Camden – the foundation for good engagement

Good engagement is designed bespoke to the needs, interests and priorities of a particular community. The project is one of national importance affecting the lives of many diverse communities and has a particular impact on those living, working and spending their leisure time in Camden. Engagement activity in Camden should acknowledge and respond to the following.

- Campaigning against HS2 was extensive, and concerns remain, particularly about the length and scale of construction activity and its impacts on quality of life and the local environment.
- As a result of this history, the community collectively has high levels of project knowledge and expertise. Respecting and drawing on this knowledge will contribute to delivering a better project.

- However, many people are still unaware of the details of HS2 and its possible implications. Engagement should therefore seek to raise awareness, share information and understand the community's perspective about these local impacts, and not assume that people will automatically seek that information out.
- Camden is a highly diverse community. Engagement activity should cater to this, providing information in different languages and levels of detail, and thinking carefully about appropriate venues and event timings.
- For many, and in the Euston area in particular, the overarching priority is not what things will be like in 2032, but how it remains feeling like a neighbourhood, as opposed to a construction site, in the interim. It's vital not to treat Euston as a 'place-in-waiting', but as somewhere with an ongoing, valued identity, where people can maintain their habits, and go about their everyday lives with minimal disruption. See page 17 for a full set of community priorities during the delivery years.



HS2 route-wide strategy and vision

We will demonstrate our values of leadership, respect, integrity and safety in the way we and our suppliers behave.

Our vision is for HS2 to be a catalyst for growth across Britain.

We translate this vision into our mission, which is to deliver a new railway to better connect people.

To make sure we understand the views of the communities affected by the new line, and ensure those views are taken into account in our planning, we have devised the HS2 Ltd Community Engagement Strategy.

The strategy sets out the principles, approach and overall plans for the ways we will engage with local communities.

We want you to be able to recognise an HS2 Ltd person – whether they are a member of staff, a contractor or a supplier – because they are delivering these behaviours every day.

Leadership

We will lead collaborative, co-ordinated engagement that is empathetic, compassionate, open, accountable and transparent.

Respect

We will listen and respond in a timely and accessible manner, anticipating concerns and eliminating surprises, creating and monitoring goodwill and trust.

Integrity

We will be open and honest, fairly interpreting stakeholder discussions, and delivering on promises in a timely and collaborative manner.

Safety

We will provide free and accessible options for communities to contact us to seek information and raise their concerns. We will respond to their requests and comments in a timely and comprehensive way.

Our Camden engagement principles

These have been developed by community representatives, working with HS2 Ltd, to ensure that the route-wide values translate into locally specific and meaningful action on the ground by HS2 Ltd and its contractors. See page 34 for some practical commitments that build on these principles.

- 1 **Empathetic, compassionate engagement:** whatever benefits HS2 may bring, it also brings disruption. The desire to understand the community's perspective, and to 'minimise harm', with practical mitigation where possible, should inform every aspect of the design and delivery of HS2.
- 2 **'Frontloaded', community-led engagement:** engagement will take place as early as possible in the decision-making process for any HS2 project or workstream, ensuring maximum community influence, from briefing stage onwards, on both project activity (including engagement) and design outcomes.
- 3 **Default to involve:** for any decision making related to a community priority (page 17), HS2 Ltd and its contractors will fully consider and explore whether it is possible to involve the community, rather than simply informing them about it or responding to their questions and concerns.
- 4 **Transparent and genuine engagement:** input will only be sought where it can make a difference. All engagement activity will make clear: (i) how much influence community opinion can have, (ii) other factors influencing outcomes, (iii) how and by whom decisions will be taken, and (iv) the scope of any non-disclosure agreements between HS2 Ltd and stakeholders.
- 5 **Engagement conversations and activity will be generous, honest and open,** not merely aiming to 'tick the box' in terms of legal requirements and assurances. This includes providing detailed information on all features of the evolving project in order to minimise the need for communities to request this under the Freedom of Information Act.
- 6 **Community knowledge and expertise will be respected, and positive challenge to project decision-making welcomed.** Structures to enable this, including direct dialogue with design and construction professionals delivering the project, will be built into engagement activity.
- 7 **Full feedback will be given wherever possible:** reporting what was said and updating the community on action taken in response. Where something that the community requested has not been possible, reasons will be given.
- 8 **Proactive outreach:** full efforts will be made to engage with Camden's diverse communities with the aim of ensuring that all residents are aware of HS2, its possible implications, and the engagement activity on offer. They can then decide how much they wish to be involved.
- 9 **Accessibility and inclusivity will be primary concerns** – so that all are able to fully participate. Language, for example, will be straightforward, factual and concise – with translations provided as appropriate – but also provide adequate detail to enable intelligent informed responses.
- 10 **Benefits and opportunities will be identified with the community rather than decided on their behalf.** The community will be supported in defining these.

The Camden community's priorities

Wherever possible, community members should be meaningfully involved in decision making on any aspect of the HS2 project that has implications for these key areas and aspirations.

Community priorities during construction and delivery of HS2

- 1 **Health, wellbeing and quality of life:** to be monitored, maintained and, where possible, enhanced.
- 2 **Green and play space:** as much as possible of this to be kept in use. Where lost, good quality replacement – not generic 'open' space – to be made as early as possible.
- 3 **Trees:** where possible, particularly when mature, to be retained. When replaced, to be carefully selected, located and cared for.
- 4 **Cycle and pedestrian routes:** existing routes to be maintained, and new safe, pleasant, convenient and accessible routes created. This is important in a context where roads are being closed and routes altered.
- 5 **Maintaining ease of access to public transport:** vital even when stops and entrances have to be moved as part of construction work.
- 6 **Reducing air and noise pollution:** to be kept to a minimum in order to mitigate impacts on health and quality of life.
- 7 **Reducing impact of construction traffic:** to be routed and timed to prioritise safety, noise reduction, and local health and wellbeing.
- 8 **Design of hoardings and compounds:** the opportunity to be taken wherever possible to create moments of beauty and specificity and to promote local identity.
- 9 **Good 'meanwhile' activity and spaces:** temporary uses wherever possible to actively benefit the existing community, addressing their needs and priorities.
- 10 **Integrated engagement:** between HS2 Ltd and all other organisations operating in Camden on related transport and regeneration projects.

The Camden community's priorities continued

Community priorities for the completed scheme and neighbourhood

- 1 **A small station footprint:** the 2017 Act sets maximum limits for this. But if it can be reduced, less demolition and disruption will result.
 - 2 **Relationship of station and associated development to nearby streets and homes:** busy activity (e.g. taxi ranks, servicing of businesses) to be located appropriately (e.g. subsurface deliveries); residential areas to be kept peaceful, liveable and playable.
 - 3 **High quality, locally specific architecture:** new buildings to relate well in height and character to what is already there.
 - 4 **New shops and services:** to meet needs of existing residents, not just those of new ones and commuters.
 - 5 **Location of transport infrastructure, e.g. buses and cycle docks:** this to be provided where it works well for residents, with particular consideration to the needs of older people and those with mobility issues.
 - 6 **Green space, nature and biodiversity:** enhanced wherever possible in order to mitigate project impacts on health and quality of life.
 - 7 **Active travel:** walking and cycling to be encouraged and prioritised with more routes, of higher quality, in locations away from main roads that work for local people; motor vehicles to be restricted on station site.
 - 8 **Careful redesign and/or replacement of Euston Square Gardens and St James's Gardens:** retaining their sense of character and the peace and green space they offer.
 - 9 **Social infrastructure:** high-quality, appropriate new and replacement community space and support to be provided.
 - 10 **Housing to meet local needs:** not just generic units, or flats for new residents, but affordable, good quality homes of appropriate size, type and tenure.
- Wherever possible, community members should be meaningfully involved in decision making on any aspect of the HS2 project that has implications for these key areas and aspirations.

Opportunities for Camden

What we will deliver

We recognise that there will be disruption caused by the construction of the HS2 programme. However, we hope that HS2 will bring local and national opportunities to people and businesses. These benefits range from jobs and skills now, through to making it easier for skilled people, goods and services to move around the country – giving people more choice about where they live, work or run their business.

Jobs and skills

Delivering HS2 will create over 34,000 jobs during construction, followed by ongoing employment opportunities that will result from operating the railway. The 2,000 apprenticeships resulting from HS2 will help people improve their skills and boost their individual earning power. This will leave a legacy for HS2 by benefitting the wider economy and improving the national skills base.

Supporting jobs and skills in Camden

We will:

- Work with Camden secondary schools and colleges – such as Regent High, Haverstock and Maria Fidelis – to encourage students to apply for relevant employment opportunities.
- Support school careers fairs. Our education programme supports schools in Camden in delivering careers education, to inspire young people from every background to choose STEAM (Science, Technology, Engineering, Arts, Maths) careers.
- Create work experience opportunities for young people (14–18) at Camden secondary schools and colleges, particularly those wanting to study and work in STEAM subjects.

- Ensure apprenticeships offered by HS2 Ltd and contractors are for skilled roles, requiring substantial and sustained training, leading to full competency and transferable skills in an occupation.
- Help local disadvantaged and under-represented groups access training and employment opportunities.
- Contribute funding to a construction skills centre in Euston, which will offer training and apprenticeships relevant to HS2, plus advice and information on finding work in the construction industry.
- Consider equality of opportunity to encourage the recruitment of local, disadvantaged and under-represented groups.

More opportunities for business

HS2 contractors are establishing and developing local links to businesses where possible, and also encouraging staff to use local suppliers for business and personal use. We are using hoardings to support businesses and highlight that local businesses remain open. This has included a campaign of business continuity around the Euston station area for Drummond Street, including themed panels to highlight the businesses that are operating in the area, business continuity signage and a business directory.

Information on how to register for business opportunities with HS2 can be found here: www.hs2.org.uk/supply-chain/

How we will engage with you

We want to ensure you can find out about the impact of the new railway easily. Equally, we want to be sure you have the opportunity to give us your comments and tell us your concerns and to be able, where possible, to influence decision making on those aspects of the project that matter most to you. Therefore, we will organise a range of activities to ensure our engagement programme is genuinely collaborative and inclusive.

Informing

We will keep communities informed on the issues that affect them through clear, timely and tailored communications.

We will tell you about what is happening by:

- Keeping communities well informed about those areas of the project that matter most to them. See the Camden community's priorities (page 17) including full details of the evolving design of the full HS2 scheme.
- Drawing on local knowledge to identify the best ways to reach people and to share information.
- Supporting community representatives in the work that they do keeping their neighbours informed, actively exploring administrative support for key meetings.
- Ensuring that when plans change, the community are informed as soon as possible, as well as of any possible implications of the changes.

Involving

We will create opportunities for local communities to get involved throughout the design and delivery of the project, so that we take into consideration how they live, work and play.

We will involve you in gathering ideas and opinions by:

- Engagement as a real two-way process.
- Actively seeking opportunities to maximise community involvement in decision-making, and about their priorities in particular – before decisions are taken.
- Involving people in intelligent, meaningful ways that make the most of local knowledge.
- Ensuring that we let people know how their input has influenced decision-making.
- Involving communities in making plans for engagement activity, and being open to their ideas for this.
- Providing opportunities for community input on the design for HS2 Euston station via the Schedule 17 process, including in person and online public events and attendance at community groups.

Responding

We will provide free and accessible options for communities to contact us to seek information and raise their concerns. We will respond to their requests and comments in a timely and comprehensive way.

We will respond to your questions and concerns through:

- Prioritising (i) sincere and thorough responses and (ii) identification of solutions.
- Proactively responding: (i) taking time to fully understand what is being asked, and (ii) answering comprehensively, pre-emptively addressing any further questions that the response is likely to provoke.
- Having a clear and effective complaints procedure (see page 31).
- Our dedicated HS2 Helpdesk is available 24 hours a day every day of the year, to help with any questions or concerns you have about HS2 or our work. Our aim is to respond to urgent queries within 48 hours. For non-urgent queries we will respond within 20 working days.

Supporting inclusion and accessibility in Camden

We have an Equality, Diversity and Inclusion (EDI) policy that represents best practice in ensuring inclusivity and access for all. We will use this policy to guide our approach to engagement and seek opportunities to promote inclusive development so that no one experiences disproportionate disadvantage as a result of the design, construction and operation of HS2. This policy is applicable to consultants, suppliers, sub-contractors and our supply chain.

We will make equality, diversity and inclusion part of all our activities, and do our utmost to prevent discrimination, harassment and bullying.

Camden is a borough of diversity and contrasts. It contains wide inequalities in household income, health and other characteristics. Some of the most deprived areas are around Euston station, where much of the HS2 works in Camden are taking place.

We recognise that there are barriers to good engagement for many Camden residents. These barriers include cost, time, mobility, poor health, language, age, literacy and numeracy. We acknowledge that seldom-heard groups, such as young people, people with disabilities, and people from ethnic minority communities face barriers to access and we will continue to work with CHARGE to develop the following:

- work with schools to involve young people in an interactive and relevant way;
- ensure community engagement staff have disability equality training;
- consider the use of access panels to reach and involve the disabled community; and
- take advantage of existing ethnic minority networks and work with people and groups who are trusted in the community.

In addition, we will take a number of practical steps to help maximise access to engagement activities. Where possible we will:

- provide, on request, translations and alternate formats such as large print versions of materials;
- use accessible venues for consultation and engagement events;
- provide hearing loops/sign language experts at venues; and
- we recognise that for some residents with mobility issues there may be a need for us to provide transport to events. This will be considered on a case-by-case basis.

Further support

HS2 Ltd has an advocacy and support service for vulnerable people who need extra support, operated independently by the charity POhWER. For example, the service can help people understand HS2 Ltd documentation or literature, respond to HS2 Ltd, or complete paperwork.

There is a referral process in place to enable access to the POhWER service. The way POhWER support each member of the public will be unique depending on needs and circumstance. The support will be agreed with each individual from the start.

To start a referral please contact us at www.pohwer.net/make-a-referral

How we will measure our success

We will publish progress reports annually which measure our progress against our community engagement strategy.

Having listened to feedback from communities and stakeholders we periodically refresh our community engagement strategy. The most recent version was published in January 2025. 'Respecting People, Respecting Places' highlights how we will always try to do the right thing and reduce disruption to the lives of local people as much as we can during the planning and building of the railway. The strategy sets out how we will keep local communities updated on issues that affect their area, involve local people in opportunities as we plan and build the railway and how we will listen and respond to concerns.

We will have been successful when there are real examples of delivering our commitments and the Camden community engagement principles in this document.

We have committed to transparently sharing progress of our delivery of the strategy. We will do this in a public progress report, published annually, sharing what we have learned and how we have developed. These reports are available to download here: www.hs2.org.uk/documents/collections/community-engagement-progress-reports

These reports will help us to continuously learn and improve. In addition, we will use and learn from independent assessments and reports provided by the independent Residents' and Construction Commissioner. We will continue dialogue with the community to ensure we are measuring our collective success across Camden.

How HS2 Ltd takes responsibility for engagement delivered by its contractors

The community engagement team work as champions of the community within HS2 Ltd. We have direct access to those accountable for delivering the project and the CEO.

We also manage our contractors in their delivery of their community engagement activities to help ensure that they meet the 10 Community Commitments.

We liaise with our teams to provide responses to community concerns. We also ensure that appropriate engagement structures are in place to allow relevant issues to be discussed. A summary of the current activities in place is detailed throughout this plan. There you will also find details of how you can be involved in engagement for the HS2 scheme.

A summary of the main contractors that work on behalf of HS2 Ltd is set out on page 26. The main departments within HS2 Ltd and the types of issues they lead on are as follows:

- The construction delivery teams are responsible for delivering the works. The project managers lead on the various contracts in place and deal with issues that are related to the delivery of the works.
- The environment team leads on the policies and measures in place in relation to environmental issues. For example, they co-ordinate the production of the noise and vibration and air quality monitoring and reporting, ensuring the contractors have appropriate measures in place to manage their works.
- The traffic and transport team leads on matters in relation to traffic management. They co-ordinate the various bodies involved to support the contractors in securing the necessary consents for HS2 works on the roads.

What happens when you give us feedback

Informing

For many issues, the policies and principles of how the scheme will be delivered have been set by the Act of Parliament. For such issues, the community engagement team seeks clarity for the community and seeks to provide more or better information. An example is provided below.

Following requests that more information about HS2 be communicated in a joined-up manner across Camden, HS2 Ltd began publishing a quarterly newsletter in December 2020. This newsletter continues to be co-ordinated by The Euston Partnership and is sent to over 20,000 addresses throughout Camden. It includes project updates, a look ahead of major works and engagement opportunities, information about community projects and updates from other organisations working in the area such as Network Rail.

If you have further questions that you would like to see included on our FAQ page, please contact us via the engagement team contact details which are provided on the back page.

Involving

For engagement activities where we are seeking your views on design development, we run public engagement events. We take your comments either in person on the day, on feedback forms, or through our local website www.hs2incamden.co.uk

These views are then considered by the teams developing the proposals and inform the next stage of their design. In these cases we publish a summary of the comments received on our website and during the next stage of activity we explain what we were able to incorporate into the proposals. The case study below provides an example of where community input has influenced the design process in this way.

Initial designs for the building received criticism from the community. HS2 Ltd delayed submission of the planning application to enable a redesign and further community engagement. Revised proposals were approved by Camden Council in November 2021, who also praised the engagement process.

Responding

For issues raised about the delivery of the works, we provide your feedback to the appropriate team and ensure that a response is provided. An example of how this is demonstrated is shown below.

Following concerns raised by community representatives in Camden and across the route, HS2 Ltd reviewed its complaint and enquiries process in 2021. In acknowledgement of the changing impacts of the project as Phase One moves into main works, a new category of 'urgent and immediate construction concerns' was introduced with significantly shorter target response time (two working days). Community members remain able to raise issues and concerns with the local engagement team through our engagement forums. An example of responding to issues in this way include moving the location of a bus stop to enable it to remain open during a programme of utilities work in response to feedback from local residents.

Who is who in the Euston area

There are a number of bodies involved in the development and change that is taking place in the Euston area, where overlapping projects are underway. Some elements of these works are led by other bodies than HS2 Ltd. This page helps to explain who is leading on each area and provides the contact details for them.

HS2 Ltd

Leads on the delivery of the construction of the new high speed railway.

You can contact our Helpdesk via:

Freephone 08081 434 434
Minicom 08081 456 472
Email hs2enquiries@hs2.org.uk

Network Rail

Contracted by HS2 Ltd to deliver the modifications needed on the existing tracks in the approaches and the station to enable the high speed trains to operate on them. Also developing plans for the conventional station.

www.networkrail.co.uk/contactus
National Helpline 03457 11 41 41

Transport for London (TfL)

HS2 Ltd works closely with TfL in the design of elements of HS2 such as the new London Underground ticket hall, bus station and cycling facilities. We also co-ordinate our works to minimise disruption.

As London's strategic transport authority, TfL is responsible for London Underground, the strategic road network (red route roads), bus services, Santander cycles and the Mayor of London's transport strategy, which guides investment in London's transport network with the goal to get more people walking and cycling, making streets safer and improving air quality.

In addition, TfL promotes Crossrail2, which would provide a new double-ended station linking Euston and St Pancras, further enhancing connectivity to both central and outer London.

tfl.gov.uk/help-and-contact/
0343 222 1234

Lendlease

Appointed by the Department for Transport and Network Rail as the master development partner for the Euston area. They will bring forward proposals for the area around the station and in the approaches and will consult on their proposals in 2019.

020 3430 9000
eustoncommunity@lendlease.com

Camden Council

Camden Council is the local planning authority for the borough of Camden and has a crucial role in deciding what is built at Euston. They will consider plans from HS2 Ltd, Network Rail and Lendlease against their planning policies, which include the Euston Area Plan and emerging Euston Station Area Planning Brief. These documents set out the long-term planning framework to guide change in Euston.

HS2 Ltd secured overall planning permission for the railway through the HS2 Act and this limits the council's planning powers in relation to the construction of the project. Some of the detailed design and construction is subject to further approval by Camden but they can only consider the plans on limited grounds. Lendlease will also be developing plans to build new homes, shops, open space, offices and community facilities above the station and tracks on behalf of the landowners (Network Rail and Department for Transport). Camden Council is able to shape these designs and will decide this application using its normal planning powers. Network Rail is also considering options for redeveloping the existing station, and the council will play a role in shaping the design.

During the progress of the HS2 Bill in Parliament, Camden Council secured over 150 assurances that mitigate some of the worst impacts of HS2. The Council monitors the implementation of these assurances and works with HS2 Ltd to ensure delivery in a timely manner and in the spirit in which these were agreed.

Representatives of the council chair the Euston Strategic and Management Boards, and provide updates to the Euston Community Representatives Group. The council also consults with the Camden HS2 Association of Residents' Groups for Engagement (CHARGE) and the Community Liaison Group about planning and development matters in the area.

The council established the Residents' Assembly to encourage more local people to have a say in the development of the Euston station area. This was based on a core group of 25 local people from the Regent's Park and St Pancras and Somers Town wards.

www.eustonareaplan.info
020 7974 4444

The Euston Partnership

The Euston Partnership was established to better integrate the three major projects at Euston: HS2 Ltd's construction of the central London terminus and improved onward connections, Network Rail's redevelopment of the mainline station and the wider development of the urban environment managed by the master development partner, Lendlease. It brings together the projects alongside key stakeholders, providing a single guiding mind for the entire Euston Campus with the aim of ensuring a collective focus on driving forward benefits for all those who live, work and travel through Euston.

www.discovereuston.org.uk/the-euston-partnership

Skanska Costain Strabag (SCS)

SCS is delivering the design and construction of portals, shafts and tunnels and accompanying works from the Euston station approaches northwards from Hampstead Road Bridge to West Ruislip. To contact them, you should get in touch with our HS2 Helpdesk team. They're available via:

Email hs2enquiries@hs2.org.uk
Freephone 08081 434 434
Minicom 08081 456 472

Or contact the HS2 Ltd community engagement team: hs2incamden@hs2.org.uk

Mace Dragados Joint Venture (MDJV)

Is responsible for the delivery of the station construction, as part of an integrated programme team, along with HS2 Ltd and the station design services contractor. This will be for construction works south of Hampstead Road Bridge and some utilities work from the Hampstead Road to the Euston Road, along with the design, procurement, construction commissioning and delivering into service of a fully integrated new HS2 station for Euston.

Thames Water

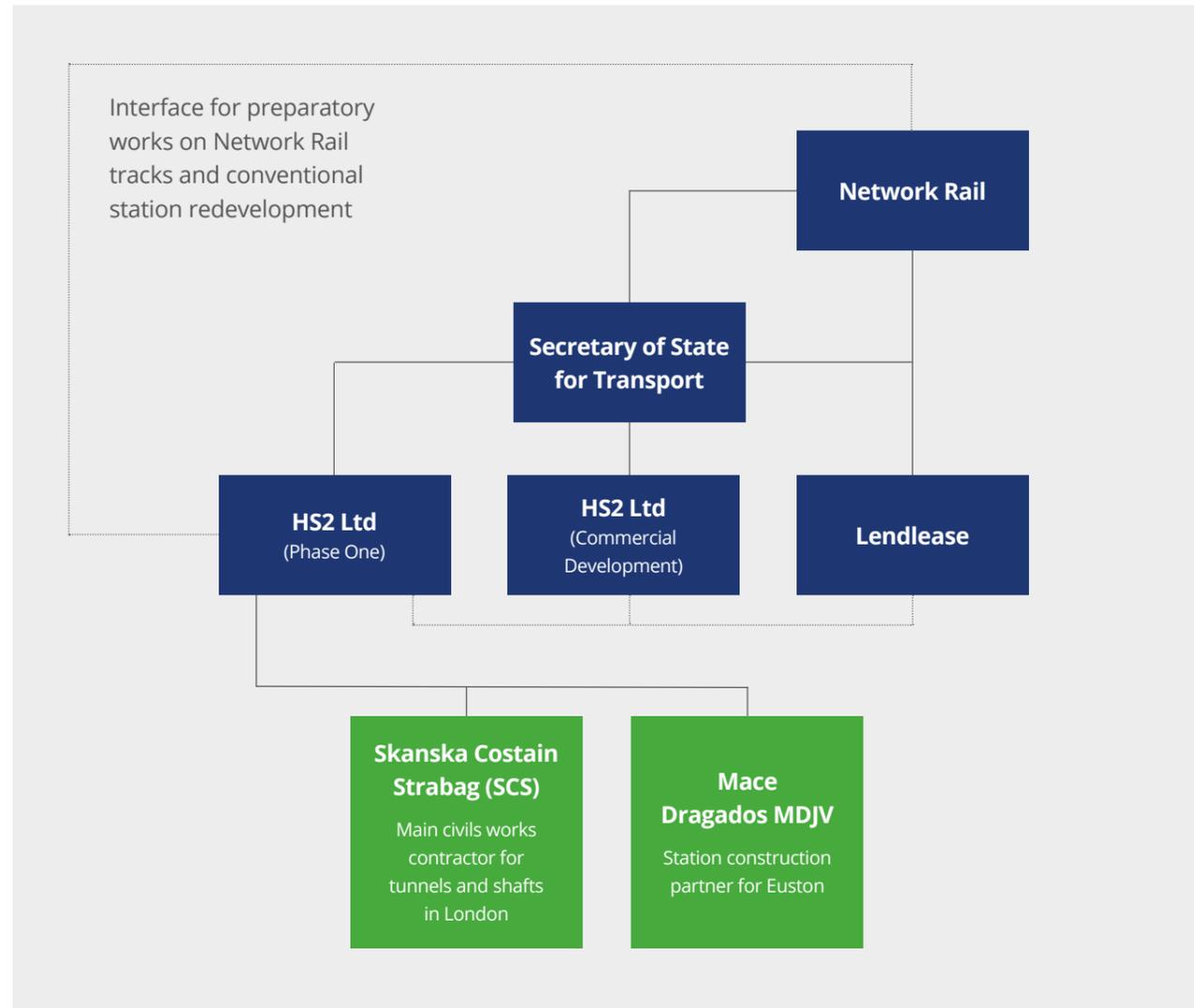
To prepare for HS2 works, the water main is being diverted from Park Village East and replaced. The route of the new pipe is from the zoo car park, along Albany Street and through Regent's Park Estate.

To contact them, visit the website below:
www.thameswater.co.uk/contactus

Email them on:
customer.feedback@thameswater.co.uk

Or call them on:
0800 316 9800

Organisation relationship



A design partner will be engaged once there is an agreed updated station concept following the pause to works announced in March 2023 and subsequent rescope announcement in October 2023.

Help and advice

HS2 property schemes

HS2 need to sell scheme

The Need to Sell scheme is available to people who need to sell their property, but are not able to because of HS2. You can apply to HS2 Ltd and if your application is successful, the government will buy your property for the value it would be worth if HS2 was not being built. You can find the application form and supporting guidance document by going to www.gov.uk/hs2 and searching for 'HS2 need to sell'.

HS2 prolonged disturbance compensation scheme

Once confirmed, the details of how the prolonged disturbance scheme will work, including the eligibility criteria for the scheme and how to apply, will be provided through our HS2inCamden website here: www.hs2incamden.co.uk

HS2 noise insulation scheme

We will design and construct HS2 in ways that reduce noise as much as we reasonably can. In certain circumstances, where construction noise from HS2 is still likely to affect you in your home, we may offer to install noise insulation for you. HS2 Information paper E23: Control of Construction Noise and Vibration outlines the policy and how eligibility for noise insulation is determined. More information, including who is potentially eligible and how to apply, is available on www.hs2incamden.co.uk

HS2 settlement deeds

Building tunnels, shafts and basements can cause a small amount of movement to the ground. We know how to limit the effects of this movement on buildings and we will try to create as little settlement as we can by using modern tunnelling methods as used on recent projects. For sensitive buildings we may install real time monitoring of ground movements or carry out ground stabilisation prior to construction.

A settlement deed is a formal legal agreement between the property owner potentially affected by settlement and HS2 Ltd. Property owners do not have to enter into a settlement deed unless they choose to and our obligations to the property owner remain unchanged. You can apply for a settlement deed if your building is 30 metres or less from the outer edge of our tunnels or retained cutting shafts or boxes.

If you would like to pre-register for a settlement deed please email hs2settlementdeeds@hs2.org.uk

If you have any questions please contact our HS2 Helpdesk team:

Freephone **08081 434 434**
 Minicom **08081 456 472**
 Email hs2enquiries@hs2.org.uk

Camden Council's Safer Streets Team

Camden Council are part of a co-ordinated approach between the police, community wardens, and other agencies who provide services such as hostel accommodation. They have commissioned the safer streets team to support and work with people sleeping rough on the streets.

You can contact the service via the website: www.camdenrts.co.uk
 or call 0207 846 3535

Help and advice continued

HS2 roadworks and closures

Information about HS2 works on roads in the Camden area is available on our dedicated website www.hs2incamden.co.uk

You can find information about Camden Council's parking concessions on their website here: www.camden.gov.uk/hs2-parking

You can view information about roadworks, road closures and diversions, traffic incidents and other disruptions affecting the UK road network on the dedicated website www.roadworks.org

Our Helpdesk team

Our HS2 Helpdesk team are available all day, every day, for the duration of the project to answer questions, manage all complaints and co-ordinate incident response.

You can contact our Helpdesk team via email at hs2enquiries@hs2.org.uk or Freephone on 08081 434 434.

We also operate a Freephone Minicom service on 08081 456 472 for people with hearing impairments.

You can also write to us at:
FREEPOST
HS2 Community Engagement

We provide an independent advocacy service which can help represent residents who need additional support when engaging with HS2 Ltd. You can contact us by freephone, email, minicom, freepost or visit: www.hs2.org.uk/in-your-area/contact-us



How to complain

Your right to complain

If you are unhappy for any reason, you can make a complaint via our Helpdesk. We will acknowledge your complaint within two working days and let you have a full response within 20 working days. If it is not possible to respond fully within this timescale, we will write and let you know why and say when you should expect to receive a full response.

You can find more information about the HS2 complaints process on our website here: www.hs2.org.uk/how-to-complain

Euston Community Representatives Group (ECRG)

The Euston Community Representatives Group is a formal independently chaired meeting for resident representatives in Camden where issues and concerns can be raised for discussion. You can find out more about the ECRG by visiting www.hs2incamden.co.uk and visiting the dedicated ECRG pages.

What happens to complaints?

Our Public Response Team will review everything that you have told us. They will then decide the best way to handle your complaint. If your complaint needs immediate attention (for instance, if it involves a risk to safety) we will always deal with it straight away. In any case, we will always acknowledge your complaint within two working days of receiving it.

The Public Response Team will oversee how your concerns are investigated. During the investigation they will speak to other people in HS2 and our partner companies. We may have to pass some of your details on to other members of staff, or our contractors, to be able to investigate your case fully.

We will then contact you to tell you the outcome of the investigation. We will explain what we have found and what we are going to do to put things right. We will do our very best to fix your complaint at this stage.

If you are happy with our response, this is where the complaints process will finish. However, if you are still unhappy, we will do everything we can to help. If there is nothing else we can do, you can ask us to take your complaint to the independent commissioner – please find further details below.

Our independent commissioner

We have an independent Residents' and Construction Commissioner whose job is to make sure we keep the promises we make in our community engagement strategy.

The commissioner helps settle disputes and monitors the way in which we manage and respond to complaints about construction.

For more information, visit: www.hs2.org.uk/about-us/independent-hs2-commissioner

Holding us to account

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

Property and compensation

You can find out all about HS2 and properties along the route by visiting our website. You can also find out if you're eligible for compensation. Visit: www.hs2.org.uk/in-your-area

Keeping your information safe

We know how important it is to protect your privacy and to comply with relevant data protection and privacy legislation.

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.

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;
- provide training to staff who handle personal information and respond appropriately if personal information is not used or protected properly; and
- not reproduce your image unless we have permission.

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, and will provide you with a copy of the information in an intelligible form.

If you wish to make a subject access request, please contact us using the details found on the back page of this document.

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 are unhappy with the way we have handled your personal information and wish to make a complaint, please contact our Data Protection Officer.

We will acknowledge your complaint within two working days and let you have a full response within 20 working days. If it is not possible to respond fully within this timescale, we will write and let you know why and say when you should expect to receive a full response.

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

Our Community Commitments

Through our Residents' Charter, we have identified 10 Community Commitments which we will use as the basis for measuring our success, and that of our suppliers, in how we deliver the new railway.

We will:

- 1 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.
- 2 Work with communities to develop local two-way engagement and communication programmes, ensuring they are accessible and tailored to local needs.
- 3 Make sure communities are made aware in advance of any activities taking place in their area.
- 4 Operate a Freephone Community Helpline 24 hours a day, 365 days a year.
- 5 Make health and safety a priority for communities and our workforce.
- 6 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.
- 7 Leave a positive and sustainable legacy for the communities in which we operate.
- 8 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.
- 9 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.
- 10 Display the independent Residents' and Construction Commissioner's contact details on all relevant materials along with our HS2 Helpline information and complaints procedure.

10 practical Camden commitments

These practical commitments, co-developed by community representatives and HS2 Ltd, and based on what we have learned over the years, build on the HS2 Community Commitments, and our own local Camden engagement principles (page 16) to help ensure action on the ground that makes a difference. They apply not just to engagement staff, but to any activity carried out by HS2 Ltd and its contractors.

- 1 Regular engagement activity will be programmed well ahead of time. Dates can then be cancelled if there is nothing to discuss. At least two weeks' notice will be given, and four where possible, with adequate advance publicity, of one-off events and meetings.
- 2 When community representatives are expected to respond on behalf of others, adequate time will be given for advance engagement with material. Failing that, time will be given after an event for the community to discuss and respond collectively to what has been shown or shared.
- 3 Good quality, up-to-date project information, with the detail necessary to support meaningful engagement, will always be available (i) in this Local Area Engagement Plan, (ii) on the Camden HS2 website, (iii) at the Hub space and (iv) at events.
- 4 All engagement material will respond to the fact that local people are as interested in HS2 construction and delivery, and its potential impacts, as they are in how the end result will look and work.
- 5 Material will be frank and transparent, and without leading questions where opinions are sought. When options are shown, potential trade-offs will be foregrounded, with all necessary facts given to support informed responses. Where appropriate, 'deliberative' methods will be used to support this.
- 6 There will be clarity about decision-making processes – including when, by whom and how decisions will be taken – at all activities, and in all materials. This includes clearly stating what HS2 Ltd and its contractors can influence, and what lies under others' remit (e.g. Camden Council), enabling the community to target resource effectively.
- 7 Appropriate staff will attend engagement activity whenever possible: people who can answer questions, and discuss material in detail, including technical aspects. Appropriately skilled and trained chairs and facilitators will be brought in when required, ensuring productive, efficient meetings and workshops.
- 8 We will transparently share progress of our delivery on the promises in the HS2 Ltd Community Engagement Strategy, with a public progress report published every six months. We will continue dialogue with the community to ensure we are measuring our collective success across Camden.
- 9 All working groups will have clear terms of reference, signed off with community representatives. These will be consistently followed.
- 10 While there may not always be the resource to take formal minutes, HS2 Ltd is committed to exploring with the community the best ways of accurately recording outputs from discussions, so that all have a shared record of what was discussed and agreed.

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. 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/collections/community-engagement-progress-reports/



Local Area Engagement Plans

We have a collection of local area engagement plans. 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:

www.hs2incamden.co.uk



Residents' Charter

Our Residents' Charter sets out our 10 community commitments. It explains the role of the independent Residents' and 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:

www.hs2.org.uk/documents/collections/hs2-in-camden-construction-forward-looks-2021



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



Keeping you informed

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 independent commissioner

The Residents' Charter is our promise to communicate as clearly as we 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' and Construction 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

The commissioner monitors the way we manage and respond to complaints about construction and advises members of the public how to make complaints.

You can contact the Commissioner at:

HS2Commissioner@dft.gov.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 via the helpline. For more details on our complaints process, please visit our website:

www.hs2.org.uk/how-to-complain

Somalí

Fadlan nala soo xiriir haddii bug-yarahaan bilaashka ah ku rabtid daabacad far waa-wayn, qoraalka indhoolaha, hab maqal ah ama si fudud loo akhrin karo. Waxaan xittaa macluumaadka ku bixin karnaa luqado kala duwan. Qof ayaad ka codsan kartaa inuu wakiil ka noqdo markaad la hadlayso HS2 Ltd.

Español

Póngase en contacto con nosotros en caso de que desee recibir una copia gratuita de este folleto en caracteres grandes, braille, audio o en formato de lectura fácil. También podemos proporcionar la información en distintos idiomas. No dude en pedirle a alguien que le represente en cualquier conversación con HS2, Ltd.

Français

Merci de nous contacter si vous désirez une copie de cette brochure en grands caractères, en braille, en version audio, ou en lecture simplifiée. Nous pouvons également vous fournir des informations dans différentes langues. Vous pouvez demander d'être représenté(e) par un tiers pour tout échange avec HS2 Ltd.

Bengali

যদি আপনি এই প্রচারপত্রটি বড় অক্ষরে, ব্রইলে, অডিও বা সহজ পাঠযোগ্য বিনামূল্যে কপি চান তবে আমাদের সাথে যোগাযোগ করুন। এছাড়াও আমরা বিভিন্ন ভাষায় তথ্য প্রদান করতে পারি। এই চেষ্টাটিতে HS2 Ltd. এর সাথে কেউ নিয়োজনীয় আপনাকে প্রতিনিধিত্ব করার জন্য আপনি কাউকে জিজ্ঞাসা করায় আপনাকে স্বাগত।

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

Visit us at **The Euston Community Hub,
N Gower Street, NW1 2LY.**

Telephone **07860 606874**

Email **TEP@hs2.org.uk**

Websites **www.hs2.org.uk**

www.hs2incamden.co.uk

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

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

BC0077

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