

# Community Engagement Flash Report

## Euston Community Representatives Group (ECRG)

### Issue no. 15

### December 2021

#### Community engagement at a glance (September – November 2021)

Since we last met....

We have engaged with **131** people at engagement meetings.

We have had **3,127** visitors to the HS2 in Camden website with **441** subscribers to news updates.

In total **£1.28m** has been awarded to **11** local projects in Camden through CEF and BLEF.

## Engagement

- **Events**

- **Adelaide Road**

- **Adelaide Road Ventilation Shaft and Head House Key Design Element (KDE)**  
Engagement online engagement events took place on 9 and 13 September followed with face-to-face engagement event at Swiss Cottage Library on 15 September. 400 feedback responses were received during September period. Further 'You said, we did' virtual events are planned for 25 and 29 November.
- Monthly virtual drop-in meeting regarding Adelaide Road Ventilation Shaft took place on 8 November, 13 residents attended. Next meeting is planned for 15 December and Adelaide Road Ventilation Shaft & Canterbury Works Ventilation Shaft (Kilburn) sites; meetings to continue in 2022.
- 18 November – Community Engagement meeting with Girlguiding London South West Charity to discuss collaborative opportunities across the seven boroughs SCS JV are working in on behalf of HS2. This is a great opportunity to encourage young women into STEAM careers

- **Euston Approach and Camden Cutting**

- Focused engagement has taken place with residents and businesses adjacent to Euston Approaches and Camden Cutting worksites.
  - SCS Construction 6-month lookahead virtual engagement events held on 28 and 30 September; 13 people attended.
  - Community walkabouts – twice weekly.
  - From w/c 22 November weekly pop-up engagement event will be held each Wednesdays from 10am to 12pm on Stanhope Parade, Regents Park Estate.
  - Meetings with Netley School (1 November), Surma Community Centre (10 November) and Fitzrovia Youth in Action (17 November). It had been agreed to hold those meetings regularly to provide work updates and determine the community initiatives to support.
- 52 special cases resident meetings and calls had been held through Sep to October.
- There is a plan to organise Netley School visit to Vehicle Holding Area in December, date to be confirmed.

- **Euston Station**

- Weekly site walks and one-to-one meetings with businesses in Drummond Street and Stephenson Way were held to update on progress of works in the west and south of the Euston Station along with the regular monthly meetings with Drummond Street traders and Stephenson Way Group stakeholders.
- Ongoing engagement had been carried out with two businesses on Stephenson Way to work through the potential ground movement and mitigation caused by the work on the new traction substation; an on-site contact had been provided if there any concerns during the works.
- MDJV held two community engagement sessions in November.
  - 15 November - Construction Management Plan for the new Construction Skills Centre and site accommodation building on the former Maria Fidelis school playground; three people attended.
  - 23 November - works within main works site adjacent to Hampstead Road, including the proposed relocation of hoarding along Hampstead Road. During the session SCS representatives working on the other side of Hampstead Road to provide update of SCS works. MDJV also to provide an overview of all their works in the Euston Station area. Six people attended.
- The recent **Networks Rail** improvement works at Euston Station include:
  - Platform 8-11 widened ramp opening fully soon
  - New seating being added for passengers on platform 8-11
  - Final finishes to the new London Underground entrance progressing
  - New pharmacy opening at Euston station

- **Communications**

- As part of a regular Camden-wide updates, newsletters, and a three-monthly construction lookahead have been distributed. These updates detail upcoming works, engagement, and community investment. The next update is scheduled for early December.

- **In Your Area website – we'd like your feedback**

Earlier this year we introduced some changes to how we engage and communicate with you about the planning and delivery of HS2.

- We launched the [In your area map](#), which brings all of our work notifications together in one place, making it easier for you to navigate and keep up-to-date on the work we are doing in your area.
- We moved your local website within the main [HS2 website](#) and continue to update it regularly, to provide you with information about HS2 developments and opportunities in your area.
- We changed how we issue [email updates](#) about the HS2 project, how it's being planned and constructed and what we're doing to make it less disruptive.
- Please follow the link to sign up to the HS2 mailing list:  
<https://engagement.hs2.org.uk/join-mailing-list/>.

We want to learn more about what you think about these changes, the HS2 website and how we can continue to improve how we keep you informed.

Please take a few minutes to complete our short feedback survey. We will use the answers you provide to help us plan future improvements to the website and the other ways that we engage with you more widely.

**[Let us know your views by completing our short feedback survey](#)**

# Community investment, School Engagement, Employment and Education

- **Supporting charities and volunteering:**

- Volunteer day at Pangbourne allotments, Regent's Park Estate;
- C4WS homeless charity (based on Eversholt Street) – training session for mentors to provide employability mentoring for guests at their winter hostel;
- NR planning a number of staff charitable initiatives as part of the Routes out of Homelessness programme at Euston over the festive period up to the end of December including:
  - Volunteering to collect for charity with the Big Issue;
  - Christmas staff jumper donations; and
  - Joining carol services with our sponsored charities in the station (dates tbc).
- Station project team members volunteered and were out at Euston station collecting for Children in Need.



- **Work Placement:**

- Individual work placement opportunity for a Construction Youth Trust student (through Kings Cross Construction) to gain an experience of site work

- **Local recruitment:**

- Business Admin apprentice recruited from Camden (via job brokerage) through our logistics contractor
- MDJV ringfenced apprentice opportunities for local residents, resulting in three Camden recruits



- **Update from CEF funding**

- Castlehaven Community Association (CCA) is a charity based in Camden, London. They received a CEF Local award of £73,591 towards their Greengage project - an environmental project aiming to increase the local community's environmental awareness and support over 4,000 local residents to become involved in making real change where they live.
- The project has created a 'green refuge' for those experiencing noise related stress by planting trees, shrubs, and plants to reduce the impact of traffic and act as a living screen around Greenhaven Nature Park to lessen noise and absorb pollution. Biodiversity has also been enhanced through the range of plants, trees and flowers that have been introduced locally and through the creation of animal friendly habitats such as insect hotels and bird boxes.
- A wooden amphitheatre seating and a pergola structure have also been installed to create an outdoor classroom for visiting school children, for schools that have limited external space to be able to deliver outdoor learning. Raised beds accessible to the elderly and those with disabilities have also been created.



## Camden Fund

- In total £3.15m funding programme specifically dedicated to Camden area is administered by Camden Giving on behalf of HS2 and Camden Council.
- One of the examples of such project is Clarkson Row planters built as a joint initiative of the residents and Camden Giving.

CAMDEN GIVING (@camden\_giving) recently tweeted:

*'A new blog post on a HS2 funded project by @CamdenCouncil relates to HS2 grant to support projects that bring people together, improve physical and mental health and create a stronger voluntary and community sector.'*

*With the grant support, a series of planters were Clarkson Row residents now via HS2'*

[https://twitter.com/camden\\_giving/status/1451518835341860881?t=0zn7XJgD34IEhbPPA7Tb1g&s=03](https://twitter.com/camden_giving/status/1451518835341860881?t=0zn7XJgD34IEhbPPA7Tb1g&s=03)



- **Jobs Board showcases opportunities to work on HS2**

- The HS2 Jobs Board helps people find the latest vacancies across the project and allows prospective candidates to search for vacancies by region, or by specialism, allowing them to quickly identify opportunities that match their criteria.
- The Jobs Board is hosted on the HS2 Ltd website and can be accessed from here: [hs2.org.uk/supply-chain-jobs](https://hs2.org.uk/supply-chain-jobs)
- The Jobs Board has been developed as part of a Job Brokerage Partnership model that has the backing of the London Borough of Camden. Support is available from the London Borough of Camden to people who want to apply for vacancies that are showcased on the Jobs Board; more information about this support is available from here: [goodwork.camden.gov.uk/](https://goodwork.camden.gov.uk/).
- Over 20,000 people are now working on HS2, one year on from the Prime Minister announcing the formal start of construction on Phase One from London to the West Midlands.

## Working groups

The ECRG working groups covering noise insulation, traffic, air quality and trees, and design development are an opportunity for complex technical topics to be discussed in detail outside of the main ECRG meeting and for suggestions and proposals from the community to be considered. Below is a summary of topics covered recently.

- **Noise Insulation (NI)**

- Meeting took place on 16 September and 11 November.
- Key concerns raised include:
  - Amptill Towers noise insulation delay due to outstanding documentation pending, ongoing meetings held with Camden Council.
  - Timeline of NI progress from start to end, summary of progress.
  - Further clarity requested in relation to concluded properties and if there are any unresolved issues post installation are considered and resolved.
  - HS2/CSJv and Camden to arrange data workshop to understand differences in perceived completion numbers.
  - Update have been provided regarding electricity payments for Sonair and replacement filters.
  - Noise monitoring update was provided in September meeting, but not in November, the written update to be provided.

- **Traffic**

- Meetings held on 2 August, 13 and 27 September, 25 October and 22 November.
- Key concerns being raised at the meetings include:
  - Update and coordination from MDJV / CSC and CSJV of upcoming works.
  - Update on the ongoing utility connection works to our SCS worksites and works on Hampstead Road.
  - Utility works on Parkway are in draft design stage and the dates have not been confirmed. The request has been raised by the community representatives to hold workshop with the residents and businesses to gather baseline information and incorporate that information into the programme of works.

- **Air Quality and Trees**

- Meeting held on 9 November.
- Key concerns being raised at the meeting include:
  - Tree panel process update.
  - Options for portholes in the hoardings at the Park Village East and Euston Square Gardens.
  - Requests to update on when SCS will be diesel free and resilience in the event of power cut and details of the arrangement to assess flood risk and mitigation measure.

# Complaints and Enquiries

In total 25 complaints and 128 enquiries received by HS2 Helpdesk in September and October. Below are the details from the Local Authority Report in relation to London Borough of Camden.

Please be aware such November figures were not yet issued for the time of this report. There were 5 complaints and 87 enquires recorded between 1 and 22 November.

## September 2021

### London Borough of Camden

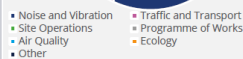
Helpdesk Enquiries - London Borough of Camden		
Numbers	September 2021	FY2021/22 (Year-to-Date)
Total cases	115	628
Type of case	Total number September 2021	FY2021/22 (Year-to-Date)
Construction	60	367
Land & Property	42	216
Community Engagement	13	28
Other	0	17

### Complaints - London Borough of Camden

	Total number September 2021	Total number FY2021/22 YTD	Total number FY2020/21
Complaints TOTAL	17	112	366
Service	0	5	15
Construction	17	107	351

### Construction Complaints by Category FY2021/22 (Year-to-Date) - London Borough of Camden

Noise and vibration	61
Traffic and Transport	21
Site Operations	14
Programme of Works	3
Air Quality	6
Ecology	0
Other	2
<b>Total</b>	<b>107</b>



96% of complaints answered in 20 working days (FY2021/22)

100% of complaints answered at the 1<sup>st</sup> step of the complaints process (FY2021/22)

## October 2021

### London Borough of Camden

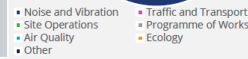
Helpdesk Enquiries - London Borough of Camden		
Numbers	October 2021	FY2021/22 (Year-to-Date)
Total cases	122	752
Type of case	Total number October 2021	FY2021/22 (Year-to-Date)
Construction	68	437
Land & Property	39	255
Community Engagement	0	28
Other	15	32

### Complaints - London Borough of Camden

	Total number October 2021	Total number FY2021/22 YTD	Total number FY2020/21
Complaints TOTAL	8	120	366
Service	0	5	15
Construction	8	115	351

### Construction Complaints by Category FY2021/22 (Year-to-Date) - London Borough of Camden

Noise and vibration	68
Traffic and Transport	22
Site Operations	14
Programme of Works	4
Air Quality	6
Ecology	0
Other	1
<b>Total</b>	<b>115</b>



97% of complaints answered in 20 working days (FY2021/22)

100% of complaints answered at the 1<sup>st</sup> step of the complaints process (FY2021/22)

## Changes to HS2 complaints process

- As we move into main works, HS2 has reviewed the current 20 working day target deadline for responding complaints in order to better deal with urgent construction related issues that are having a direct and immediate impact on residents and communities.
- A new category of 'urgent and immediate construction concerns' will be implemented with a significantly shorter target response time (2 working days). HS2 is currently working through the necessary steps with the Helpdesk and our contractors to implement this new deadline. Reporting on this new response time will start to be included in the reports.