

Community Engagement Flash Report

Euston Community Representatives Group (ECRG)

Issue no. 16

March 2022

Community engagement at a glance (December 2021 – February 2022)

Since we last met....

We have engaged with **466** people at engagement meetings.

We have had **4,262** visitors to the HS2 in Camden website with **490** 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**

- On 24th February SCSJV held a virtual Community update event for the Adelaide Road Ventilation Shaft and Head House site. The event provided an update on ongoing sheet piling works, upcoming works including changes to the site layout and ground anchor installation and an overview of measures in place to reduce disruption. Attendees were encouraged to ask questions and topics of interest included the future head house building design, the new high performance Stage V generators (for ultra-low emissions & reduced noise – industry best standard) on site and the future ground anchor installation. 6 residents attended the event.
- Online virtual events had been offered on 19 January and 16 February, 1 person attended.
- A Noise Insulation community meeting took place on 27th January, to outline the scheme and engage with eligible residents. 5 residents registered & attended.
- A family day out was organised by Community Engagement and site teams at Adelaide Road. A local 3-year-old construction-mad Arran and his sister Poppie were delighted to receive an invite to the Adelaide Road site to see some of the construction vehicles. The team organised to cordon off part of the site to give the kids an opportunity to jump on

board a digger and a small removal truck. They even arranged for them to go home with a toy ride on digger courtesy of one of our subcontractors L Lynch. The visit followed a letter of appreciation from Arran's mum to Paul Oakley (excavator operator) and the Adelaide Road site team for being so friendly to her son, who has been fascinated by the works taking place over the road from their house. *"I just wanted to drop you a little email to thank you for organising and making Saturday morning such a great experience for us all. Both children had a blast but especially Arran and he hasn't stopped going on about it and telling everyone [what] we have seen so far. The sit on digger seems to be the new favourite toy!"*



- **Euston Approach and Camden Cutting**

Focused engagement has taken place with residents and businesses adjacent to Euston Approaches and Camden Cutting worksites.

- In total 6 virtual and 2 face-to-face pop-up engagement events have been held in the Euston Approaches with 34 people attended.

Month	Number of attendees	Virtual/In person	Number of events
December 21	24	In person on Stanhope Parade, Regent's Park Estate	2
January 22	1	Virtual	2
February 22	9	Virtual	4
Total number of attendees	34		8

- Utility works in **Parkway**
 - Specific meeting with the **chairs of the residential associations** regarding utility works in Parkway had been held on 1 December 21.
 - On 17 December 21 a feedback form to understand the impact of works was developed and shared with the chairs of the residential associations.
 - On 7 January 21 agreed feedback form and notification was sent to the residents and businesses.
 - Further engagement activities are planned for spring ahead of utility works, which are planned for late spring/summer 2022.
- Meetings had been held with **North Bridge House Preparatory School** regarding utility works on 12 January and 25 February.
- Meeting with **London Zoo** had been held on 3 December 21 regarding engagement opportunities with further meeting on 6 January 22 regarding mural project and on 14 and 24 January regarding wayfinding signage and update of works in the area.
- Specific site walk has been organised on 28 January following the Tree panel regarding the de-vegetation of the planter on Park Village East ahead of lorry lay-by construction works.
- 11 residents were engaged regarding referral to a **Special Cases**. In total 60 calls and meetings had been held including meetings/calls with POHWER (5) and Camden Council (10) through December 21 to February 22.
- Next 6-month construction lookahead events to be held in March on
 - 29 and 30 March - Virtual engagement sessions.
 - 31 March - In-person drop-in session in Surma Centre, 1 Robert Street
- **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 has 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 continues to be provided if there any concerns during the works.
 - MDJV held two community engagement sessions with the Maria Fidelis Constructing Steering Group on the 13th of December and 24th January. These meetings provided an overview and progress on the works to new Construction Skills Centre and site accommodation building. Three people attended each meeting. The next meeting is scheduled for 21st March.

- There are a number of ground investigations, utility surveys and utility works planned for spring 2022 both the north and south of the station. MDJV has been undertaking engagement with the community on these works through their regular monthly meetings with Drummond Street traders, Stephenson Way Group and University College London stakeholders.
- MDJV hosted two drop-in sessions on the 7th and 9th March in person at Drummond Villa. These events were an opportunity to share more information about upcoming utility works and respond to questions from the community.



- In February and March, 11 meetings held with stakeholders and groups, providing information on the updated design of Euston Station. We have shared how previous engagement feedback and Oakervee review has impacted the updated station design.
- We have been particularly keen to hear feedback on the external appearance of the station, how the station design will integrate with the local area, the design and character of public spaces in and around the station, how the station will reflect local heritage and history, and lastly on how the station will better connect the local area. We are planning for a series of public engagement events, both in person and online, along with 'themed walks' around Euston to gather additional feedback in May and June.



- **Entrance to London Underground gets a revamp**

- A warm welcome awaits tube passengers arriving at Euston mainline station as Network Rail made a good progress completing improvements to the area by the Underground entrance.
- The space will be brighter and more welcoming following installation of white glass cladding and a glass wall in the space surrounding the escalators.
- Travel information is also set to improve with the installation of new entrance and emergency signage.
- The improved entrance area allows better support for passengers travelling on the night tube. The Underground entrance area operates separately from the main station while the night tube is running.



- **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 June.

- **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

- **School engagement**

Date	Description (e.g., Careers Fair, Interview Skills, Engineer Workshop, STEM)	School name	Key Stage	Delivery Method (Face to face or Virtual)
04/01/2022	Sunbelt Rentals Reading Programme	C Torriano Primary School, NW52SJ	1	In Person
09/02/2022	Apprenticeship Week	Camden Construction Skills Centre, N1C 0AE	4	In Person
10/02/2022	Careers Fair	Westminster Kingsway College Camden	College	In Person
10/02/2022	Resilience and Collaboration Workshop - session two sessions	Acland Burghley School, NW5 1UJ	3	In Person
14 -18 February 22	Speakers for school event - Virtual Work Experience	various schools all areas	4	virtual
20/02/2022	STEAM - Materials used in Construction - session one	Torriano Primary School, NW5 2SJ	2	In Person
20/02/2022	STEAM - Materials used in Construction - session two	Torriano Primary School, NW5 2SJ	2	In Person

- Netley School. Plans had been discussed to organise a visit to the Vehicle Holding Area focusing on transport and road safety for Years 1 and 2. Date to be confirmed, most likely end of March/early April.
- North Bridge House Preparatory School and London Zoo have been approached to come up with the artwork idea for a mural on the Vehicle Holding Area hoarding facing the car park. Installation date depends on timeframe with school and zoo producing artwork.

- **National Apprenticeship Week – 7 to 13 February**

- HS2 continued its commitment to 'Build the Future' – the theme for this year's National Apprenticeship Week – by working with Camden Council to promote apprenticeships available as part of the construction of Britain's new high capacity, zero carbon railway.
- During the National Apprenticeship Week, representatives from Mace Dragados and SCS talked to over 80 school students and adults about HS2 apprenticeships.
- The team included current local apprentices who were able to share their experiences and highlight the benefits of doing an apprenticeship.

- **EPIC Engineers**

- Students at Camden's Acland Burghley School took part in a workshop to design a station of the future and build a tunnel structure.
- Called EPIC (Extraordinary People Initiating Change) Engineers, the workshop was run by HS2 and involved 120 students from Years 7 and 9.
- Tracey Maker – Careers Education, Information, Advice and Guidance Co-ordinator – at Acland Burghley School said: *"Our Year 7 students thought the day was awesome, which is great, and were really pleased to have volunteers in school engaging with them once again."*

- **Local recruitment**

- Targeted recruitment of MDJV apprentices in Camden resulted in three local apprentices being recruited and a further round of locally targeted recruitment this year
- In February MDJV delivered first pre-employment programme in partnership with Camden and the Kings Cross Construction Centre to recruit local people to the project.

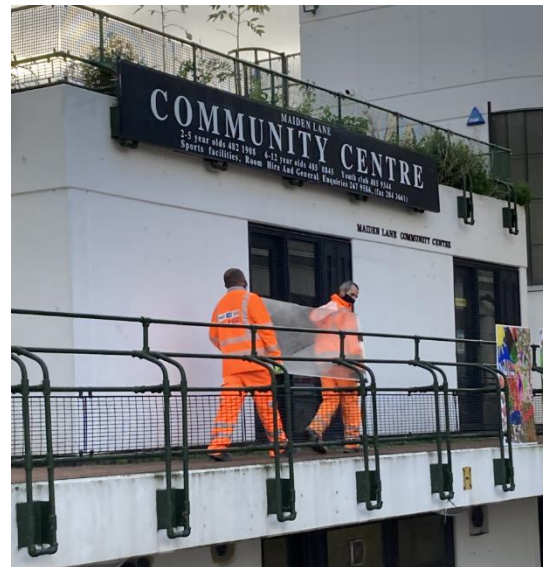
- **Maria Fidelis Construction Skills Centre**

- The centre will support training for the expected 2,500-strong workforce working on HS2 Euston, but also the skills required for all HS2 contractors and the wider London construction sector.
- Having a training centre on site will improve the links between employers, training providers and students with the aim to improve the quality and relevance of provision and create a pipeline of candidates for job opportunities at all levels.
- The total investment of £4.1m is going towards running costs and training delivery for the centre.
- The training centre is part of the Construction site accommodation block and is provided to Camden at no cost.
- The Centre will be run by Camden and can accommodate 150 students and 30 staff, incorporating workshop spaces, IT room and classrooms.



- **Supporting charities and volunteering:**

- Friday Club - soup kitchen at Kings Cross, MDjv volunteering support to **C4WS homeless charity** (based on Eversholt Street) volunteering
- Donation to the **Railway Children Charity** (£5k) by MDjv
- Donation of Christmas Party food to homeless charity **St Mungos** – circa £9k donated by MDjv
- **Euston Foodbank.** SCSjv assisted Foodbank branch in Euston in preparation for foodbank's move. 13 boxes of wastepaper were disposed; vehicle and site operatives will provide to help with heavier lifting.
- **Camden Town Shed** – mental health and companionship charity. SCSjv provided support to the charity so they can run a wood workshop:
 - 30x Perspex screens. These are currently being fitted in the shed's 3 balconies that store the woodwork and machinery.
 - Load of wood off-cuts from site delivered in January – the shed is using these to build planters for a local school.



- SCS in the Regent's Park Estate continues engagement to find opportunities for collaboration with local community centres:
 - **Fitzrovia Youth in Action (FYA):** winter swap-shop event - donation of clothes, toys and books by 4th floor Stephenson House - 1 December.
 - On 26 January SCS Community Engagement officers joined wellbeing walk regarding the issues and improvements in area. The walk was organised **Meanwhile Use Working Group hosted by Central Saint Martins (CSM)**, the Arts College and **Fitzrovia Youth in Action**. Data on challenges and potential opportunities/projects for the area collected and collated by CSM aiming to bringing in stakeholders in the

area and working with local young people/residents to find creative and sustainable solutions for temporary and tired spaces in the area.

- Further meetings with **Fitzrovia Community Centre** on 9 and 16 February to discuss opportunities and assist them with their current work with refugees and members of the community. SCS will be providing expertise at monthly meetings with the centre, for various agendas. Next meeting is planned for March on website content and marketing and one of communication/branding representatives to join the meeting.
- **Surma Community Centre:** weekly catch-up visits by SCS representatives, update meeting held on 16 February; further agreement had been made to use Surma Centre as a respite centre for Cartmel residents from 10am to 3pm during intrusive survey works in March. Morning and afternoon tea will run from 9 to 23 March in the centre, during which time members of the engagement team will be available at the centre to answer any concerns residents may have and to offer refreshments.
- **New Horizon Youth Centre** – SCS donated of 300 backpacks containing clothing, blankets and toiletries to homeless individuals living in Central London, particularly in the Camden area.



- **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
- 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/.

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 Working Group (NIWG)**

- NIWG meeting took place on 24 February.
- Key concerns discussed:
 - NI contract is now fully hand overed to SCSjv and MDjv. The areas of work are split between SCS (Euston Approaches) and MDjv (Euston Station). Announcement and introduction had been done during the meeting. Letters have been sent out to residents confirming this change and which Contractor will be responsible for their property.
 - Ampt Hill Towers noise insulation delay due to outstanding documentation pending. Proposed design options are with Camden Council who have undertaken some resident consultation before any decision was made, at the insistence of elected officials. The responses were delayed due to Christmas, but that piece of work is now complete, and recommendations have been made. Members of Camden Council are reviewing.
 - Timeline of NI progress from start to end, summary of progress.
 - Noise modeller from both SCS and MDjv to carry on with presenting past and forecast noise and proposed mitigation actions. This approach as it was welcomed by the residents.
 - Updates have been provided regarding electricity payments for Sonair and replacement filters.
 - Request was raised that all slides and materials to be provided ahead of the meeting.

- **Traffic Working Group (TWG)**

- Meetings held on 20 December 2021, 17 January 2022, and 14 February 2022.
- Key concerns being raised at the meetings include:
 - Update and coordination from MDJV, SCS and UKPN of upcoming works.
 - MDJV process for the relocation of the hoarding line on Hampstead Road
 - Update on the ongoing utility connection works to SCS worksites and works on Hampstead Road.
 - Utility works on Parkway are in draft design stage and the dates have not been confirmed. Workshop held on 1 December with chairs of the resident associations at the request of the community representatives to gather baseline information and incorporate that information into the programme of works
 - 16 replacement bays will be provided for the 14 parking bays suspended on Park Village East for the lorry lay-by.

• Air Quality and Trees

- Meeting held on 8 February 2022.
- Key areas discussed:
 - Public engagement plans on Euston Station design to take place after the May 2022 elections. The proposed areas of focus would include as station appearance, urban realm, culture, and heritage. Three areas of open space would be discussed: North on top of taxi rank, Western Gardens, and southern area including Cobourg Street and Euston Square Gardens.
 - It was noted that the replacement of permanently lost green and open spaces and trees, impact on flooding of concreting over and removing mature trees; and return of temporarily occupied spaces with mature trees preserved need to be considered during the design process.
 - The Net Zero Carbon plan had been launched and included zero carbon energy for trains and a diesel free construction site this year. The innovation trails had been taking place at a number of sites although many had been trialled at Euston.
 - Air Quality report published on HS2 website <https://www.hs2.org.uk/building-hs2/hs2-environment-facts/hs2-and-air-quality/>
 - Consider impact of additional traffic on Delancey Street on air quality.
 - Adelaide Road update on works, dust management; the landscaping design is currently being developed and an update will be provided on this later in the year.
 - Construction Carbon Emissions and Materials by Rail to be included to the agenda of next meeting on 3 May 2022.

Complaints and Enquiries

- In total 26 complaints and 221 enquiries received by HS2 Helpdesk from December 2021 to February 2022. Below are the detailed screenshots from the Local Authority Report for January and February.

January 2022

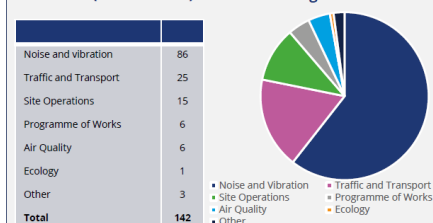
London Borough of Camden

Helpdesk Enquiries - London Borough of Camden		
Numbers	January 2022	FY2021/22 (Year-to-Date)
Total cases	83	1018
Type of case	Total number January 2022	FY2021/22 (Year-to-Date)
Construction	38	584
Land & Property	33	352
Community Engagement	4	35
Other	8	47

Complaints - London Borough of Camden

	Total number January 2022	Total number FY2021/22 YTD	Total number FY2020/21
Complaints TOTAL	9	148	366
Service	0	6	15
Construction	9	142	351

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



February 2022

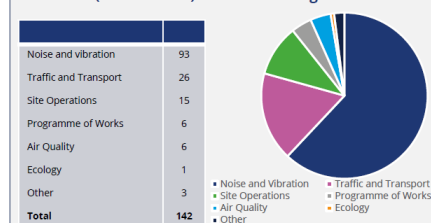
London Borough of Camden

Helpdesk Enquiries - London Borough of Camden		
Numbers	February 2022	FY2021/22 (Year-to-Date)
Total cases	74	1092
Type of case	Total number February 2022	FY2021/22 (Year-to-Date)
Construction	38	622
Land & Property	32	384
Community Engagement	0	35
Other	4	51

Complaints - London Borough of Camden

	Total number February 2022	Total number FY2021/22 YTD	Total number FY2020/21
Complaints TOTAL	8	157	366
Service	1	7	15
Construction	8	150	351

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



- December 2021 figures include 9 complaints and 64 enquiries.