

# HS2

## Buckinghamshire and Oxfordshire

Summer 2022

3-month construction look ahead



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## Summer 2022

This forward look covers HS2 associated work in Buckinghamshire and Oxfordshire.

The document includes:

- A forward look of construction activities planned in the next three months
- Works to be aware of that will take place in the next 12 months, but may not yet have been confirmed

The dates and information included in the forward look are subject to change as programme develops. These will be updated in the next edition of the forward look.

If you have any queries about the information in this forward look, the HS2 Helpdesk is available all day, every day on **08081 434 434** or by emailing **[HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk)**

# Buckinghamshire and Oxfordshire

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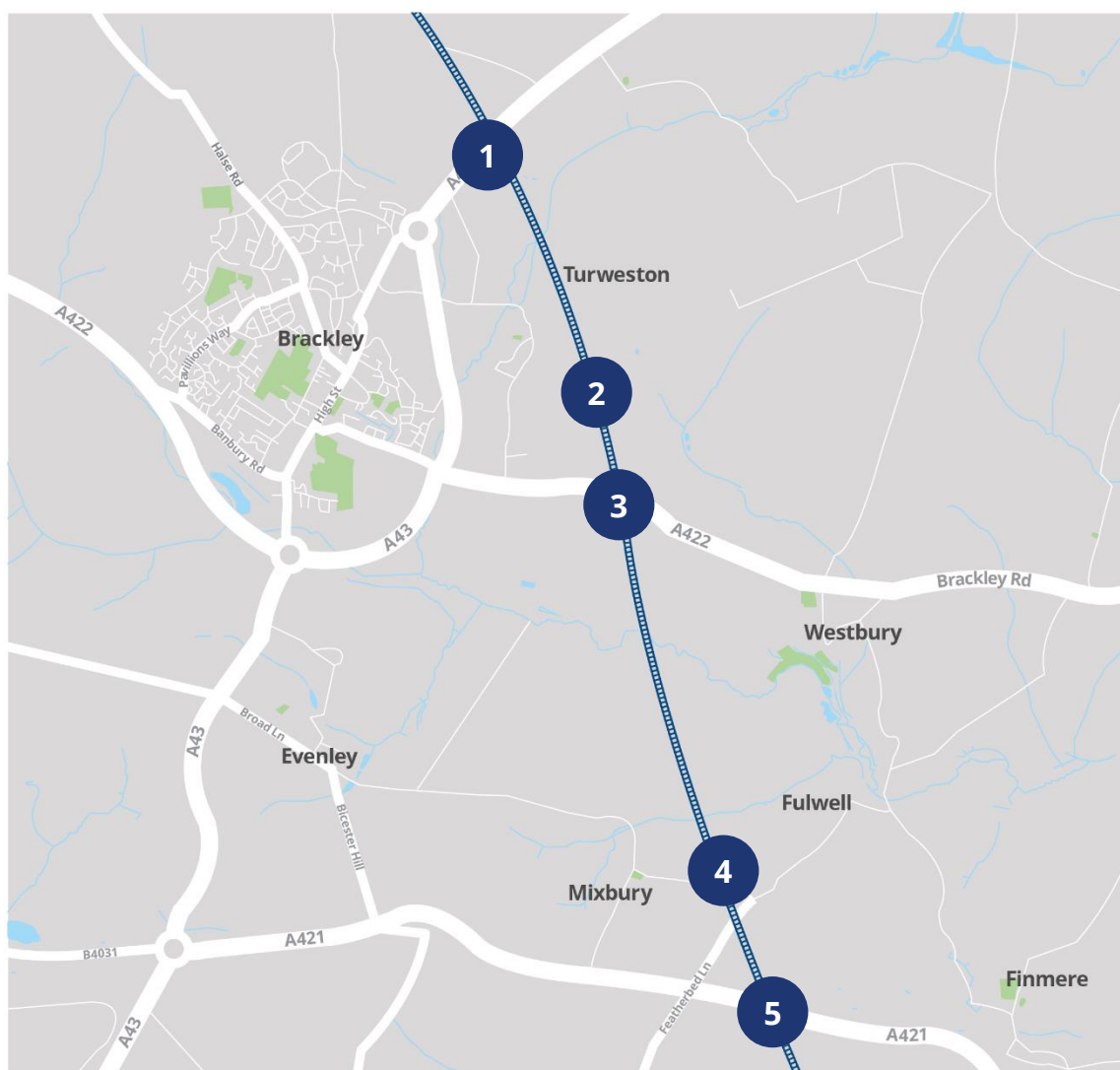
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## Map 1 – Turweston to Mixbury



### Key

■ Parkland   
 ■ Water/river   
 --- HS2 route Phase One overground

## Construction look ahead

| Location of works | Proposed duration | Description of works   |
|-------------------|-------------------|--|
| Location 1<br>A43 | Summer 2022       | <ul style="list-style-type: none"> <li>Continue the A43 compound set up and junction improvement works to Radstone Road; and</li> <li>Creation of the new Radstone Road junction from the A43, including a temporary closure of</li> </ul> |

|  |                       |   |
|--|-----------------------|---|
|  |                       | Whitfield Road and narrow lanes on the A43 northbound section.  |
| <b>Location 2<br/>Turweston</b>              | Summer to autumn 2022 | <ul style="list-style-type: none"> <li>• Bulk excavation continuing, which will form the cutting north of the A422, Westbury to Turweston;</li> <li>• Earthworks activities including excavation and moving material into storage areas, forming settlement ponds and earth bunds; and</li> <li>• Temporary utility diversion works associated with the main earthworks.</li> </ul> |
| <b>Location 3<br/>A422</b>                   | Summer 2022           | <ul style="list-style-type: none"> <li>• Compound set up to be completed and operational; and</li> <li>• Creation of the temporary A422 road alignment and roundabout which will include a temporary bridge. These works will include some piling and associated traffic management.</li> </ul>   |
| <b>Location 4<br/>Mixbury</b>                | Summer to autumn 2022 | <ul style="list-style-type: none"> <li>• Earthworks activities including the creation of bunds, settlement ponds and topsoil stripping; and some localised vegetation clearance;</li> <li>• Utility diversions with traffic management to start between the A421 and Mixbury; and</li> <li>• Temporary access road crossings to be installed over local watercourses.</li> </ul>    |
| <b>Location 5<br/>A421 /<br/>Warren Farm</b> | Summer 2022           | <ul style="list-style-type: none"> <li>• Creation of the site access road temporary bridge crossing the A421, including concrete pours and weekend road closures;</li> <li>• Localised vegetation clearance to the north of the A421; and</li> <li>• Utilities diversion along the A421 roadside with traffic management in place.</li> </ul>                                       |

# Map 2 – Finmere to Twyford



**Key**

- Parkland
- Water/river
- HS2 route Phase One overground

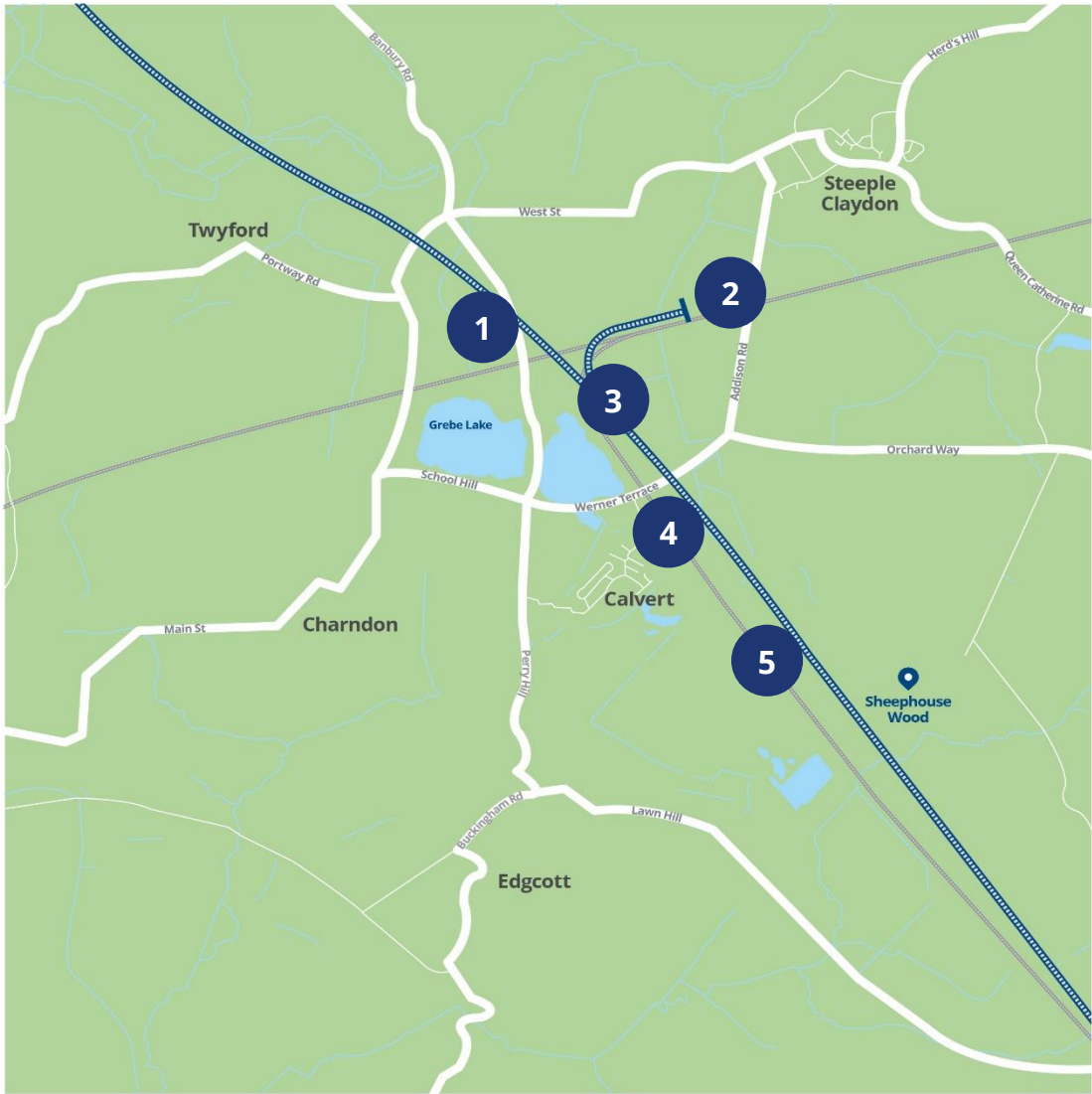
## Construction look ahead

| Location of works   | Proposed duration     | Description of works   |
|---|-----------------------|--|
| <b>Location 1</b><br><b>A421 /</b><br><b>Finmere</b>                    | Summer to autumn 2022 | <ul style="list-style-type: none"> <li>• Earthworks activities involving excavation of the embankment and moving material into storage areas, forming settlement ponds and earth bunds; and</li> <li>• Local bridleway closures as required for the construction of the railway.</li> </ul>  |
| <b>Location 2</b><br><b>Newton Purcell /</b><br><b>Barton Hartshorn</b> | Summer 2022           | <ul style="list-style-type: none"> <li>• Localised vegetation clearance;</li> <li>• Continuation of earthworks activities including the creation of bunds, settlement ponds and topsoil stripping;</li> <li>• Piling works to start for the new A4421 overbridge;</li> <li>• Utilities diversion along the A4421 roadside, including traffic management; and</li> <li>• Completion of the A4421 compound including offices, car park, security and welfare areas.</li> </ul> |
| <b>Location 3</b><br><b>Chetwode</b>                                    | June to July 2022     | Localised traffic management required to re-surface a section of Stratton Audley Road.   |
|   | Summer 2022           | <ul style="list-style-type: none"> <li>• Completion of the site access roads and haul roads;</li> <li>• Access road crossings, including some that are traffic light-controlled, set up and operational; and</li> <li>• Earthworks activities involving the excavation and moving of material into storage areas, forming settlement ponds and earth bunds.</li> </ul>   |

|                                 |                         |  |
|---------------------------------|-------------------------|--|
| <b>Location 4<br/>Godington</b> | Summer 2022             | <ul style="list-style-type: none"> <li>• Completion of site access roads and haul roads;</li> <li>• Access road crossings, including strengthening crossing points on existing roads where needed;</li> <li>• Localised vegetation clearance;</li> <li>• Earthworks activities including the creation of bunds, settlement ponds and topsoil stripping; and</li> <li>• On-going creation of a temporary crossing point to allow construction vehicles to cross the Padbury Brook.</li> </ul> |
|                                 |                         |  |
| <b>Location 5<br/>Twyford</b>   | Summer 2022             | <ul style="list-style-type: none"> <li>• Completion of site access roads and haul roads;</li> <li>• Completion of the temporary bridge so the site access road can cross the Padbury Brook;</li> <li>• Utility diversions to start across the route of the railway between Twyford and Godington; and</li> <li>• Earthworks activities to start including the creation of bunds, settlement ponds and topsoil stripping, and drainage works.</li> </ul>                                      |
|                                 | Ongoing throughout 2022 | Continued localised footpath closures and diversions.  |



# Map 3 – Calvert



**Key**

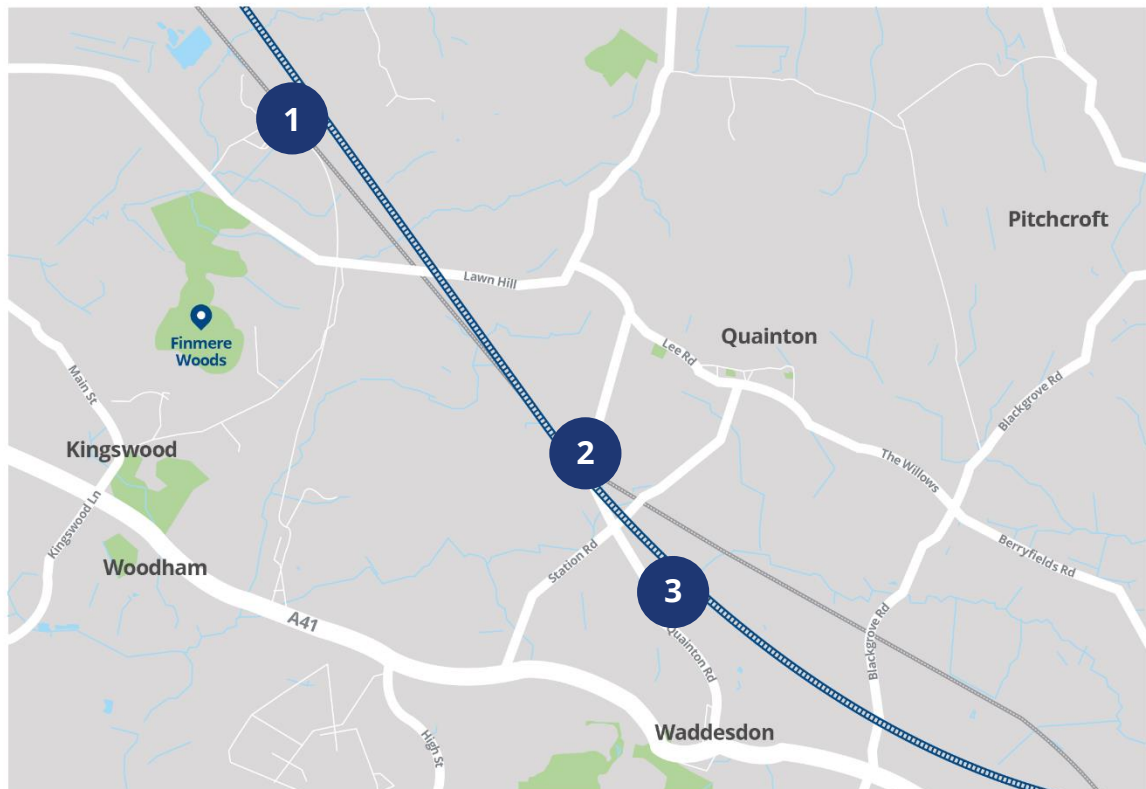
-  Parkland
-  Existing train line
-  HS2 route Phase One overground
-  Water/river

## Construction look ahead

| Location of works  | Proposed duration | Description of works  |
|--|-------------------|---|
| <b>Location 1</b><br><b>West Street Area / Calvert Jubilee</b> | Summer 2022       | <ul style="list-style-type: none"> <li>• Construction of site access road crossings including strengthening crossings points on existing roads where needed;</li> <li>• Site access road and temporary roads being formed along the line of the new railway;</li> <li>• Earthworks including topsoil strip, forming ponds and earth bunds;</li> <li>• Construction works to bridge and underpass structures involving excavation, piling works followed by forming structures;</li> <li>• Localised footpath closures and diversions; and</li> <li>• Utilities and highway diversions at the approach bridge to Twyford.</li> </ul> |
| <b>Location 2</b><br><b>Addison Road area</b>                  | Summer 2022       | <ul style="list-style-type: none"> <li>• Early earthworks including topsoil strip, forming ponds and earth bunds;</li> <li>• Start of construction works to bridge structure; and</li> <li>• Temporary diversion road construction progressed and on programme for completion in July.</li> </ul>   |
| <b>Location 3</b><br><b>Shepherd's Furze Farm area</b>         | Summer 2022       | <ul style="list-style-type: none"> <li>• Early earthworks including topsoil strip, forming ponds and earth bunds;</li> <li>• Storage of aggregate; and</li> <li>• Construction works to the HS2 / East West Rail bridge structure.</li> </ul>   |
| <b>Location 4</b><br><b>School Hill and Brackley Lane</b>      | Summer 2022       | <ul style="list-style-type: none"> <li>• Construction of site access roads and road crossings;</li> <li>• Early earthworks including topsoil strip, forming ponds and earth bunds;</li> <li>• Localised footpath closures and diversions; and</li> <li>• Utility connections, testing and commissioning.</li> </ul>   |

|   |             |   |
|---|-------------|---|
| <b>Location 5</b><br><b>South of</b><br><b>Calvert Green</b><br><b>/ FCC area</b> | Summer 2022 | <ul style="list-style-type: none"> <li>• Early earthworks including topsoil strip, forming ponds and earth bunds; and</li> <li>• Localised footpath closures and diversions.</li> </ul> |
|---|-------------|---|

## Map 4 – Quainton



### Key

- Parkland
- Existing train line
- HS2 route Phase One overground
- Water/river

## Construction look ahead

| Location of works                                   | Proposed duration | Description of works                     |
|---|-------------------|--|
| Location 1<br>Lawn Hill /<br>Finemere<br>Woods area | Summer 2022       | Ecology mitigation is being carried out. |

|   |                                    |  |
|---|------------------------------------|--|
| <b>Location 2</b><br><b>Quainton /</b><br><b>Station Road</b> | Summer 2022                        | <ul style="list-style-type: none"> <li>• Continued site clearance and further ground investigation work;</li> <li>• Compound set up on Station Road for operational use including site access road crossing points;</li> <li>• Utilities diversion works start in preparation for the Station Road re-alignment. There will be a need for some traffic management in the area around Station Road and Fiddlers Field;</li> <li>• Crossing between the site access road and Station Road to be established, which will require a localised road closure with a diversion route; and</li> <li>• Implementation of a railhead delivery point outside of Quainton, which will see deliveries arrive to site via train and moved to our compounds.</li> </ul> |
| <b>Location 3</b><br><b>Waddesdon</b><br><b>area</b>          | July 2022<br>continuing to<br>2025 | Local footpath closures (footpaths WAD3/4 and WAD3/5). These will be closed during the full construction period and will re-open after works have completed. There will be signage and diversion routes at the start and end of the closed sections.   |

## Map 5 – Waddesdon, Aylesbury, Stoke Mandeville



### Key

|             |                     |                                 |
|-------------|---------------------|---------------------------------|
| Rural       | Existing train line | HS2 route Phase One overground  |
| Water/river | HS2 green tunnel    | HS2 route Phase One underground |

## Construction look ahead

| Location of works               | Proposed duration        | Description of works   |
|---------------------------------|--------------------------|--|
| <b>Location 1<br/>Waddesdon</b> | On-going throughout 2022 | <ul style="list-style-type: none"> <li>• Earthworks surrounding Waddesdon cutting;</li> <li>• Site access road progression throughout the area;</li> <li>• Earthworks south of the A41 in Bicester Road Embankment;</li> <li>• Main earthworks continue for Putlowes cutting, Waddesdon North Cutting and</li> </ul> |

|  |                       |   |
|--|-----------------------|---|
|  |                       | <p>Waddesdon Embankment, which include the movement and storage of soil, creation of temporary and permanent drainage and formation of the cuttings and embankments;</p> <ul style="list-style-type: none"> <li>• Construction of Quainton Railhead, due to be operational by autumn 2022;</li> <li>• Realignment of A41 east section, due to be complete in winter 2022;</li> <li>• Realignment of A41 west section, due to be complete summer 2023; and</li> <li>• Construction of A41 overbridge, due to be complete spring 2023.</li> </ul> |
| <b>Location 2<br/>Fleet Marston</b>                            | Summer 2022           | <ul style="list-style-type: none"> <li>• Site access road progression to the north and south; and</li> <li>• Piling works to start around the location of the Thame Valley Viaduct for the structure.</li> </ul>  |
|  | Summer to Autumn 2022 | <ul style="list-style-type: none"> <li>• Construction of the Thame Valley Viaduct structure to start, with foundation and platform work and pre-cast deliveries to site; and</li> <li>• Site access crossing points operational.</li> </ul>   |
| <b>Location 3<br/>Aylesbury Golf Course</b>                    | Summer 2022           | <ul style="list-style-type: none"> <li>• Site access road construction completion with some further clearance and survey work;</li> <li>• Earthworks starting for the Whaddon Hill cutting and Oxford Road Embankment including temporary drainage and ponds; and</li> <li>• Causeway (site access road) construction at the River Thame.</li> </ul>  |
| <b>Location 4<br/>A418<br/>Bishopstone, Stone and Hartwell</b> | Summer to Autumn 2022 | <ul style="list-style-type: none"> <li>• Completion of internal security gatehouse;</li> <li>• UK Power Network works along the A418;</li> <li>• A418 realignment bridge construction works to continue;</li> </ul>   |

|   |                        |  |
|---|------------------------|--|
|   |                        | <ul style="list-style-type: none"> <li>• Temporary bridge for the site access road to be completed across the A418;</li> <li>• Site access crossing points operational;</li> <li>• Soil stripping for the A418 re-alignment; and</li> <li>• Abnormal loads and aggregate deliveries to continue to site.</li> </ul> <p>Please note, there will be the need for intermittent traffic management along the A418 as we progress with construction works.</p>                                  |
| <b>Location 5</b><br><b>Princes</b><br><b>Risborough</b><br><b>Aylesbury Line</b><br><b>(PRA)</b> | Ongoing to summer 2022 | <ul style="list-style-type: none"> <li>• Rail deliveries on the Princes Risborough to Aylesbury (PRA) line. Some noise and light disturbance expected along with works outside of core hours;</li> <li>• Piling works along the PRA line to support the overbridge structure for the abutments;</li> <li>• Piling working along the PRA line to support the piers for the overbridge;</li> <li>• Sheet piling works to start; and</li> <li>• Earthworks for the PRA embankment.</li> </ul> |
|   | Ongoing to autumn 2022 | Utility diversion along the PRA line.  |
| <b>Location 6</b><br><b>Stoke</b><br><b>Mandeville</b>  | Ongoing to 2024        | Main earthworks for the Aylesbury South Cutting.   |
|   | June to July 22        | <ul style="list-style-type: none"> <li>• BT and Thames Water diversions; and</li> <li>• Closures to local footpaths with some diversion routes in place while new footpath diversions are created.</li> </ul>  |
|   | Summer to autumn 2022  | <ul style="list-style-type: none"> <li>• Construction of a temporary haul road and temporary bridge across the A4010. There will be a need for night closures towards autumn 22; and</li> <li>• Main construction works start for the Stoke Mandeville relief road.</li> </ul>   |



## Map 6 – Wendover



### Key

|  |  |  |
|--|--|--|
| <span style="color: green;">■</span> Rural           |  Rail station     |  Existing train line            |
| <span style="color: lightblue;">■</span> Water/river |  HS2 green tunnel |  HS2 route Phase One overground |

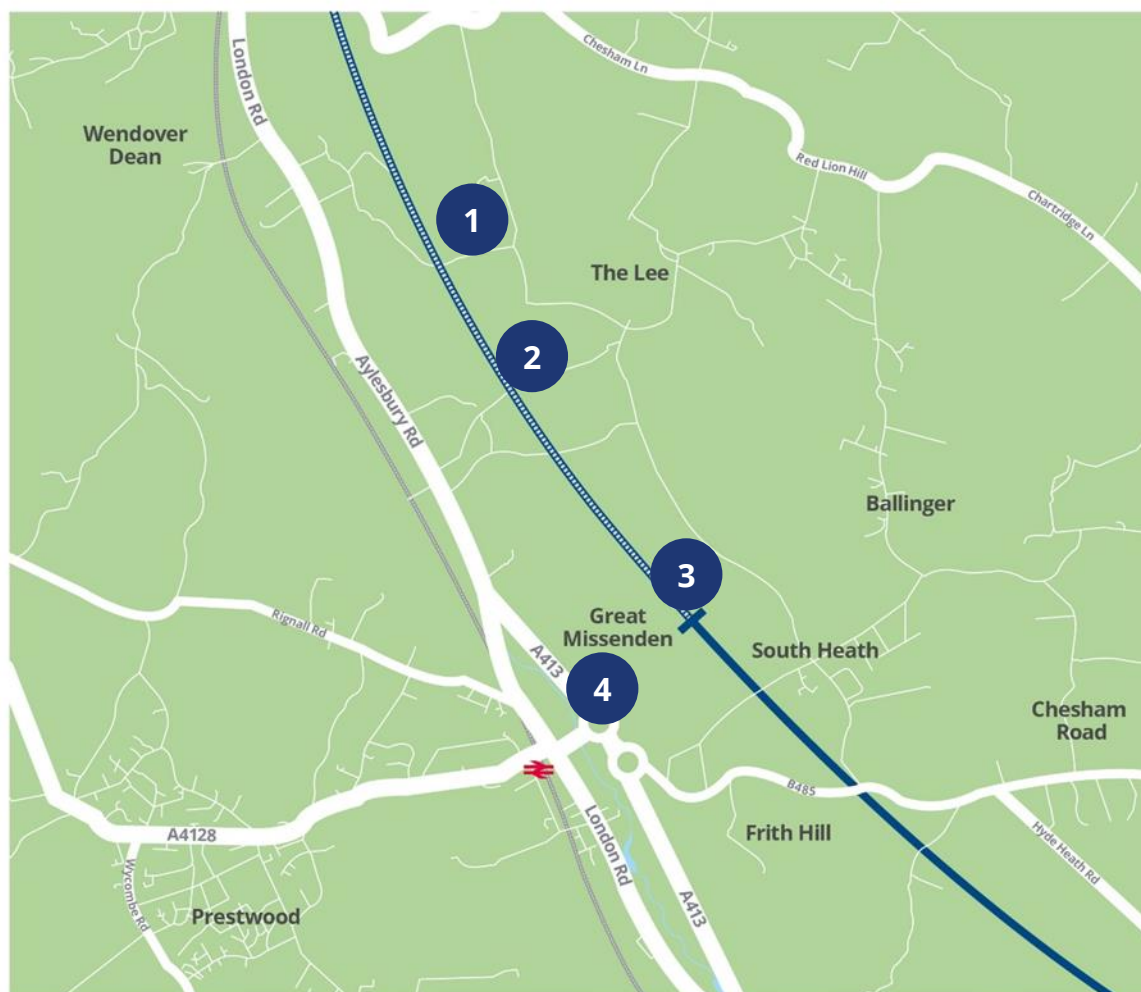
## Construction look ahead

| Location of works                                    | Proposed duration     | Description of works   |
|--|-----------------------|--|
| <b>Location 1</b><br>Nash Lee Road/<br>Nash Lee Lane | Summer to autumn 2022 | <ul style="list-style-type: none"> <li>Construction of Nash Lee Road and Nash Lee Lane temporary diversions. Overnight road closure for road tie-ins; and</li> <li>Construction of the site access road</li> </ul> |
| <b>Location 2</b><br>Wendover<br>Green Tunnel        | Summer 2022           | WEN/6 temporary footpath realignment to open.  |

|   |             |   |
|---|-------------|---|
| <b>Location 3</b><br><b>Ellesborough Road</b> | Summer 2022 | <ul style="list-style-type: none"> <li>• Set up of satellite compound and site welfare;</li> <li>• Bat mitigation and demolition of selected properties on Ellesborough Road;</li> <li>• Ellesborough Road diversion starts with an anticipated opening date of autumn 2022;</li> <li>• Bacombe Lane temporary diversion starts with an anticipated opening of autumn 2022; and</li> <li>• There will need to be full closures to the tie-ins for these diversion roads to the existing carriageway, which we will update nearer the time.</li> </ul>   |
| <b>Location 4</b><br><b>Small Dean</b>        | Summer 2022 | <ul style="list-style-type: none"> <li>• Closure of Small Dean Lane for vehicles, temporary escorted access for pedestrians, cyclists and horses;</li> <li>• Construction of bridleway extension from WEN/57 to Small Dean Lane to allow for pedestrians, horse riders and other users;</li> <li>• Closures of the A413 for the installation of the conveyor structures;</li> <li>• Installation of conveyor system to connect compounds across the A413 to carry materials. Expected duration to be two years in situ;</li> <li>• Some further localised vegetation clearance where required;</li> <li>• Off-line works to start the realignment of the A413 to allow for the Small Dean Viaduct piers; and</li> <li>• Main earthworks to start. Working hours to be extended to 7am to 7pm on weekdays and 8am to 5pm on Saturdays under a Section 61 consent.</li> </ul> |

|   |             |   |
|---|-------------|---|
| <b>Location 5</b><br><b>Rocky Lane</b>    | Summer 2022 | <ul style="list-style-type: none"> <li>• Diversion and installation of high voltage cable within the road for the conveyor. There will be some localised traffic management around the A413 and Rocky Lane while this is completed;</li> <li>• Removal of tree stumps and vegetation clearance;</li> <li>• Starting earthworks for Rocky Lane Cutting; and</li> <li>• Sheet piling for Rocky Lane Underbridge.</li> </ul> |
| <b>Location 6</b><br><b>Wendover Dean</b> | Summer 2022 | <ul style="list-style-type: none"> <li>• Set up of Bowood Lane overbridge satellite compound and welfare;</li> <li>• Ecology and site clearance works throughout area;</li> <li>• Construction of internal access road between Bowood Lane and Durham Farm;</li> <li>• Completion of the demolition of Durham Farm buildings; and</li> <li>• Sheet and bored piling works for viaduct piers 5 to 9.</li> </ul>            |

## Map 7 – The Lee to Great Missenden



### Key

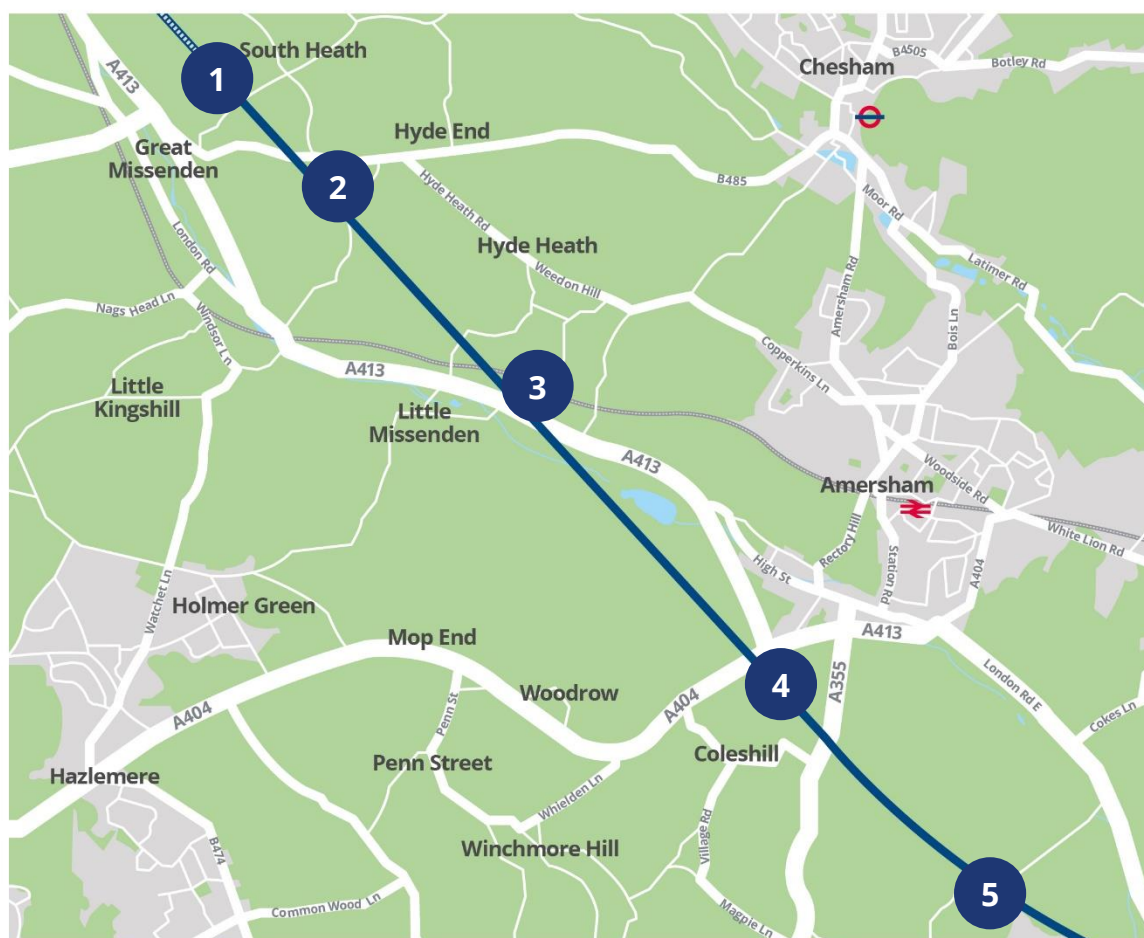
|  |   |   |
|--|---|---|
| <span style="color: green;">■</span> Parkland        |  Rail station        |  HS2 route Phase One overground  |
| <span style="color: lightblue;">■</span> Water/river |  Existing train line |  HS2 route Phase One underground |

## Construction look ahead

| Location of works                       | Proposed duration          | Description of works   |
|---|----------------------------|--|
| <b>Location 1</b><br><b>Bowood Lane</b> | June to July 2022          | Piling for the Bowood Lane overbridge.   |
|   | Summer 2022 to autumn 2023 | <ul style="list-style-type: none"> <li>Bowood Lane remaining closed until September 2023; and</li> </ul> |

|                                       |                            |   |
|---------------------------------------|----------------------------|---|
|                                       |                            | <ul style="list-style-type: none"> <li>WEN/37 and TLE/3 (Chiltern Way) footpaths are temporarily diverted until September 2023.</li> </ul>  |
| <b>Location 2<br/>Leather Lane</b>    | Ongoing throughout 2022    | Site clearance works in preparation for the route of the HS2 railway, and re-alignment of Leather Lane.   |
| <b>Location 3<br/>South Heath</b>     | Ongoing throughout 2022    | Bulk excavation for permanent earthworks throughout the area between South Heath and Leather Lane. Working hours to be extended to 7am to 7pm on weekdays and 8am to 5pm on Saturdays under a Section 61 consent.                                     |
| <b>Location 4<br/>Great Missenden</b> | June to July 2022          | Removal of A413 London Road central reservation. Day and night lane closures expected.  |
|                                       | Summer 2022 to spring 2023 | Microbore drainage tunnel to start. This is an approximately 12-month programme using a tunnel boring machine. There is the potential for extended working hours 7am to 7pm on weekdays and 8am to 5pm on Saturdays, subject to a Section 61 consent. |

## Map 8 – South Heath to Chalfont St Giles



### Key

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

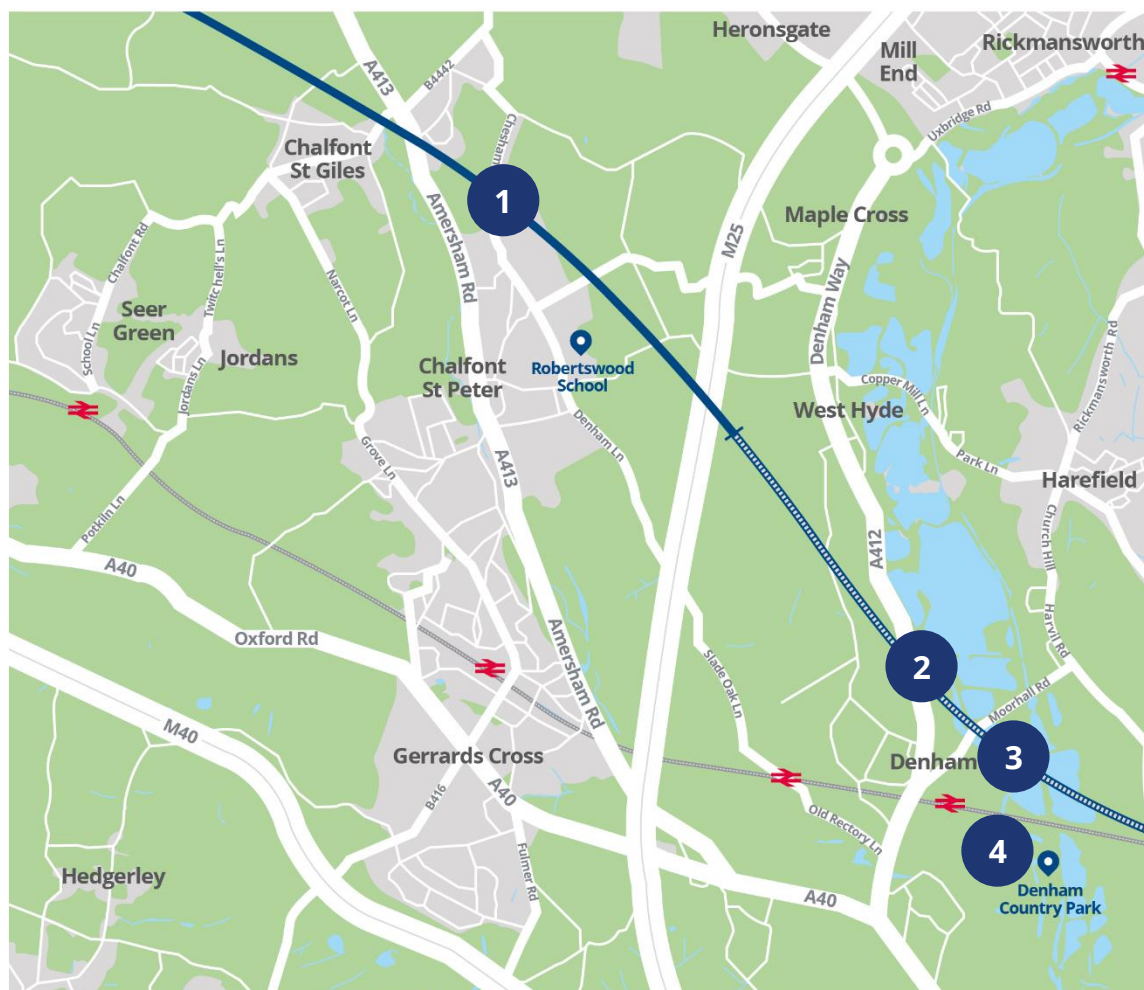
## Construction look ahead

| Location of works                             | Proposed duration       | Description of works   |
|---|-------------------------|--|
| <b>Location 1</b><br><b>North Portal site</b> | February to Winter 2022 | Construction of diaphragm walls (D-walls) to create the north portal headwall and barrettes (piles) that will form and support the portal structure. |

|  |                                       |  |
|--|---------------------------------------|--|
| <b>Location 2<br/>Chesham Road<br/>intervention<br/>shaft site</b> | November 2021<br>to September<br>2022 | <p>Caisson method construction and shaft excavation, which will involve:</p> <ul style="list-style-type: none"> <li>• Removal of material from the site;</li> <li>• Concrete pouring; and</li> <li>• Construction works to the internal shaft structure.</li> </ul>  |
| <b>Location 3<br/>Little Missenden<br/>vent shaft<br/>site</b>     | May to June 2022                      | <p>The main shaft excavation will involve:</p> <ul style="list-style-type: none"> <li>• Removal of material from the site;</li> <li>• Concrete pouring; and</li> <li>• Construction works to the internal shaft structure.</li> </ul>  |
|  | May to September 2022                 | <ul style="list-style-type: none"> <li>• Secant piling: a piling rig which forms the shallow basement structure, similar to diaphragm walling; and</li> <li>• Water proofing and construction works to the internal shaft structure.</li> </ul>  |
| <b>Location 4<br/>Amersham<br/>vent shaft<br/>site</b>             | May to August 2022                    | <ul style="list-style-type: none"> <li>• Construction works to the internal shaft structure;</li> <li>• Concrete pours; and</li> <li>• Erection of tower crane.</li> </ul> <p>Note that a small number of activities such as concrete pours will result in an increase in HGV traffic on weekday evenings.</p> |
| <b>Location 5<br/>Chalfont St Giles vent<br/>shaft site</b>        | May to August 2022                    | Internal shaft construction works in preparation for the arrival of the tunnel boring machines in late summer.   |



## Map 9 – Chalfont St Peter to Denham



### Key

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

## Construction look ahead

| Location of works                             | Proposed duration  | Description of works  |
|---|--------------------|---|
| <b>Location 1</b><br><b>Chalfont St Peter</b> | May to August 2022 | <p>Works at the vent shaft include:</p> <ul style="list-style-type: none"> <li>Concrete pours in June over a two-week period;</li> <li>Water proofing of shaft; and</li> <li>Creation of above-ground shaft buildings foundations.</li> </ul> |



|   |                              |  |
|---|------------------------------|--|
|   | May 2021 until 2024          | <p>Two tunnel boring machines (TBMs) named “Florence” and “Cecilia”, have now been launched and are boring the twin bore Chiltern tunnel between the South Portal site in West Hyde and Hyde Heath (north of Amersham).</p> <p>Settlement and vibration monitoring is underway along the route, and residents and businesses who live above the route have been contacted in regard to settlement deeds.</p> |
| <b>Location 2<br/>Denham /<br/>A412</b> | Ongoing until August 2025    | <p>Closure of Tilehouse Lane at its junction with the A412 North Orbital Road.</p> <p>Tilehouse Lane will remain closed to public traffic until late 2025, whilst construction work and landscaping for the Colne Valley Western Slopes continues.</p>   |
|   | Ongoing until 2025           | <p>Permanent traffic lights are in operation to manage our haul road crossing with the A412 at Denham Way. A temporary speed restriction of 30mph has been introduced on the northbound and southbound approach to the crossing point. This will be in place until viaduct construction is complete and the signals are removed.</p>   |
|   | March 2021 to March 2023     | <p>Rotary piling and sheet piling for the ground and lake piers. This will be followed by concrete pours for the ground pier structures.</p> <p>Work will start on land next to the North Embankment / Denham Water Ski Club and will progress from north to south across the lakes to Harvil Road in Hillingdon.</p>  |
|   | September 2021 to March 2024 | <p>Assembly of the viaduct deck launching girder at the North Embankment, followed by the construction of the viaduct decks.</p> <p>The installation of viaduct deck segments is underway, with the girder crossing the A412 in July 2022 and gradually moving south towards Harvil Road.</p>  |
|   | August to October 2022       | <p>As the launching girder crosses the A412 near the Denham Water Ski Club we will temporarily close the A412 North Orbital in both directions during off-</p>   |

|   |                              |  |
|---|------------------------------|--|
|   |                              | peak times. This is to ensure the safety of road users and staff. The road closure and diversion will be in place Monday to Thursday from 9pm to 6am, and all day closures on weekends from 11pm on Friday through to 6am the following Monday for a maximum of eight weeks. |
| <b>Location 3<br/>Moorhall Road</b>       | September 2021 to March 2023 | The construction site off Moorhall Road is operational as part of the Colne Valley Viaduct construction.   |
|   | March 2022 to 2027           | Installation of permanent traffic signals at our haul road crossing with Moorhall Road. These will be in place to control the flow of construction traffic across Moorhall Road for five years.  |
| <b>Location 4<br/>Denham Country Park</b> | April to September 2022      | Footpath closures remain in place during reinstatement work in Denham Country Park.  |

# Respecting People, Respecting Places

Having listened to feedback from communities and stakeholders, we have refreshed our Community Engagement Strategy. **'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.

We will engage with you by:

- **Informing:** Keeping you updated on issues that affect your area
- **Involving:** Involving you in opportunities as we plan and build HS2
- **Responding:** Listening to you and helping with your questions and concerns
- **Consulting:** Formally consult with you while we seek permission to build Phase 2b (we now have permission to build Phase One and Phase 2a)

## Our commitments to you

### Informing

- We will tell you about HS2 works in your area.
- We have local community websites and newsletters with regular information and updates about our work in your area.
- We have local community teams who know your area. They will hold local events and run projects to keep you informed.

### Involving

- We will involve you in opportunities to benefit and learn as we build HS2 including jobs, skills, education, employment and funding.
- We will ask you about the design of specific parts of the railway.

### Responding

- 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.
- If things go wrong, we have a complaints process and a dedicated complaints team.
- An independent Construction Commissioner monitors how we manage and deal with complaints.

### Consulting

- We will hold formal consultations with you while we seek permission to build Phase 2b of HS2.
- We now have permission to build Phase One and Phase 2a. This means we will only formally consult on this part of HS2 when we need permission to do things that fall outside the terms of the legislation agreed by Parliament.

# 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' Commissioner

The Residents' Commissioner oversees and monitors our commitments to you.

The Commissioner's reports and our responses can be found at

<http://www.gov.uk/government/collections/hs2-ltd-residents-commissioner>

The Residents' Commissioner makes sure we fulfil the commitments in the [HS2 Community Engagement Strategy](#)

The Residents' Commissioner can be contacted on: [residentscommissioner@hs2.org.uk](mailto:residentscommissioner@hs2.org.uk)

## Construction Commissioner

The independent Construction Commissioner regularly meets our Chief Executive Officer to raise any concerns or emerging trends across HS2.

The Construction Commissioner's role has been developed to monitor the way we manage and respond to construction complaints.

The Commissioner mediates on disputes about construction, involving individuals and organisations, that we can't resolve. The Commissioner advises members of the public about how to make a complaint about construction.

The Construction Commissioner can be contacted at: [complaints@hs2-cc.org.uk](mailto:complaints@hs2-cc.org.uk)

## Property and compensation

You can find out all about HS2 and properties along the line of route by visiting:

[www.gov.uk/government/collections/hs2-property](http://www.gov.uk/government/collections/hs2-property)

Find out if you're eligible for compensation at:

[www.gov.uk/claim-compensation-if-affected-by-hs2](http://www.gov.uk/claim-compensation-if-affected-by-hs2)

## Holding us to account

If you are unhappy for any reason you can make a complaint by contacting our HS2 Helpdesk team. For more details on our complaints process, please visit our website:

[www.hs2.org.uk/how-to-complain](http://www.hs2.org.uk/how-to-complain)

## Contact Us

Contact our HS2 Helpdesk team all day, every day of the year on:

 Freephone **08081 434 434**

 Minicom **08081 456 472**

@ Email **HS2enquiries@hs2.org.uk**

Write to:

**FREEPOST**

**HS2 Community Engagement**

Website [www.hs2.org.uk](http://www.hs2.org.uk)

To keep up to date with what is happening in your local area, visit: [www.HS2inyourarea.co.uk](http://www.HS2inyourarea.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.**

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