

# Community Engagement Flash Report

## Euston Community Representatives Group (ECRG)

Issue no. 18

September 2022

Community engagement at a glance (June – August 2022)

Since we last met....

We have engaged with **531** people at engagement meetings.

We have had **3,603** visitors to the HS2 in Camden website with **686** subscribers to news updates.

In total **£1.374m** has been awarded to **13** local projects in Camden through CEF and BLEF.

## Engagement Events

- **Adelaide Road**

- Virtual engagement events were held on 7 June, 30 June, 4 August, in advance of the Adelaide Road and Eton Road Utility works. Information was provided about the Utility works, as well as ongoing and upcoming works within the Vent Shaft site, such as Ground Anchor installation in Autumn 2022.
- Face-to-face engagement events were held on 16 June at Haverstock School and 14 July at Primrose Hill Community Centre. Local residents were invited to come and discuss ongoing and upcoming works. This also formed part of the enhanced engagement undertaken before the Adelaide Road and Eton Road Utility works.
- Adelaide Road was temporary closed for four weeks, from 25 July to 19 August. For the duration of the closure, SCS JV hosted a drop-in centre at Haverstock School. The centre provided a space where local residents were able to visit and speak with members of the Engagement team, have a tea/coffee or use as a quieter space to work for a period of the day.

- During the road closure period, door knocking and two pop-ups' took place to engage the local community around Adelaide Road, Eton Road and Fellows Road. FAQ documents and recent notification letters were available, and residents were reminded/informed about the Haverstock School drop-in and the taxi service available.
- A taxi service was made available during the road closure where the use of revised bus services was not possible for residents. SCS JV assisted community members by booking private taxis in advance and met the costs of reasonable taxi journeys up to two miles.

- **Euston Approach and Camden Cutting**

- In total three virtual and 26 face-to-face engagement events have been held in the Euston Approaches with 37 people attended.

Month	Number of attendees	Number of events	Topics covered
June	In person - 20	In person – 10 Pop-ups on 1, 8, 15, 22, 29 June (twice each day: in the morning and in the afternoon); Virtual/In person - 1 Drop-in at Surma Centre. MDjv joined for the in-person event, but due to train strikes SCS staff held the drop-in virtually.	Hampstead Rd utility diversion Parkway Utility mitigation works General update
July	In person - 5	In person – 5 Pop-ups on 6, 13, 19, 20 & 27 July	Hampstead Rd utility diversion Auger piling near Coniston PVE lay-by South PVE Utility mitigation General update
August	In Person – 6 Virtual - 2	In person – 8 Pop-ups - 3, 10, 17, 24 & 31 August Additional pop-up for PVE lay-by south – 2 August Additional pop-ups for Auger piling – 5 & 8 August  Virtual - 2 Workshop for Chairs of residents' association – 8 & 17 August	Hampstead Rd utility diversion Auger piling near Coniston PVE lay-by South PVE Utility mitigation General update

- Focused engagements took place with residents, community groups, schools and businesses adjacent to Euston Approaches and Camden Cutting worksites:

- Meetings and site walks were organised with the residents and businesses along Park Village East, Parkway and Mornington Terrace to discuss the surveys and potential protective works to the structures in the area ahead of tunnelling and excavation works - 15, 20, 30 June, 6, 20, 29 July, 4, 5 August.
- Site walks with chairs of residents' associations for Parkway utility works - 13 June
- Door knocking on Harrington Square and Hurdwick Place to update the residents about utility works on Harrington Square and temporary closure of the road - 15 and 22 August.
- Monthly meetings with North Bridge Preparatory School - 10 June, 15 July and 19 August including meeting with Head of Art in relation to artworks for mural project on 7 July. Below are the examples of artwork to be displayed eventually on Vehicle Holding Area hoarding.



- Netley Primary School visit to vehicle holding area on 28 June. SCSjv team hosted 90 children, aged 4 to 5 years old, learning about the history of transport. The visit focused on improvements to construction vehicles as part of their unit and included a road safety session supported by Metropolitan Transport police and suppliers.



- **Euston Station**

- The HS2 Euston station design public engagement period began on 17 May and continued until 30 June. The brochure and further information on Euston station design can be found online here [www.hs2.org.uk/euston](http://www.hs2.org.uk/euston).
- Since the last ECRG report further station design engagement events have been held at the Wesley Hotel (8 June), Maria Fidelis School (11 June) and the Surma Centre (21 June). Overall, 457 people attended the events, 181 pieces of feedback received, of which 122 were full survey responses, which are currently being analysed. Further engagement is planned for late November.
- MDjv took part in a joint Discover Euston Family Fun Day with The Euston Partnership, Network Rail and Lendlease, on Saturday 25th June as part of the London Festival of Architecture. At this event, members of the public were able to find out about all the major projects at Euston station while enjoying a range of family activities, including Lego, a construction selfie wall, seed planting, steel pan music and free ice cream!



- Regular meetings have taken place with Drummond Street Traders, Stephenson Way Group, Royal College of General Practitioners and University College London to update on progress of works in the west and south of the Euston Station.
- Contacts have been established with the residents' groups, businesses and schools in the east of Euston Station. Updates of works on Eversholt Street have been provided to the Chairs of the Ossulston TRA and Somers Town Neighbourhood Forum, Origin Housing, Phoenix Court Works, Euston Road Fire Station, Somers Town Islamic Cultural and Education Centre and the St John of God Hospitaller Homeless and Education Centre as well as various schools and individual businesses.

## 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.
- **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 / Work experience**

- MDJV, SCSJV and HS2 Ltd have collectively delivered various school engagement activities with over 300 students involved, 70 students and teachers visited site, 30 students had a work experience placement, 30 Euston IPT staff members have volunteered across the SEE (Skills, Employment, Education) suite of activities. Below is the list of those activities:
- Week-long work experience programmes for Acland Burghley School (Year 10), UCL Academy (Years 10 and 12), Maria Fidelis School (Year 12) and Camden School for Girls (Year 12)
- Site visits for Hampstead School (Year 10), UCL Academy (Year 10)
- Site visit and work experience for young offenders and women as part of a programme with the Construction Youth Trust delivered at the King's Cross Construction Skills Centre
- Careers presentation delivered at UCL Academy (Years 10 and 12)
- STEM workshops delivered at Maria Fidelis School (Year 10) and Haverstock School (Year 10)
- "I SEE ME" sustainability workshops delivered at Torriano Primary School and Brecknock Primary School



*UCL students pictured above visiting MDJV worksite*

- **Local Recruitment**

- 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/).
- To date about 2,200 people now secured a job on HS2 project; please follow the link to the latest press release also featuring a Camden resident, Karen Britzman, who starting her work for Mace Dragados in September – <https://mediacentre.hs2.org.uk/news/record-numbers-of-unemployed-secure-jobs-on-hs2>
- MDJV/SCS Sector-based Work Academy targeting residents of Camden/Westminster/RBKC resulted in placements and job opportunities. Two Camden residents joined Clipfine sub-contractor and two are awaiting for offer from other contractors.
- MDJV is delivering a prioritised local recruitment programme for 2022 apprentice intake, as a result two local people started apprenticeships with Mace in September.
- Virtual Employment Taster for a range of sub-contractor roles (20 July 2022) focused on Kings Cross Construction Skills Centre candidates – will result in a forthcoming pre-employment programme.

- **Supporting charities and volunteering:**

- **Surma Community Centre** – recently HS2 CEF funding have been successfully approved to support the centre to deliver an Older People's Project that will engage at least 200 older adults over the age of 50 (over two years) from the Regent's Park and St Pancras & Somers Town Wards of Camden in a weekly programme to improve health and wellbeing, reduce isolation, loneliness, and exclusion, and develop skills.



- **Euston Foodbank** – On 22 and 26 July MDJV volunteers organised painting of the new hub ahead of public opening in early August.



- **Camden Town Shed** – also supported by HS2 CEF funding. Planters made by Camden Town Shed out of the wood donated by SCSjv and were delivered to a Brecknock Primary School rooftop garden on 30 June.



- Maintenance/painting of **Fitzrovia Community Centre**. On 10 and 13 June SCSjv volunteers along with sub-contractor Walsh spent two days (10 and 13 June) helping with painting the centre, the paint, brushes, rollers and trays were provided by M O'Brien suppliers.



- MDjv assisted with organising trial pits to assess condition of land at **George Mews** ahead of greening project by London Borough of Camden – 37 days of volunteer time have been spent by the team to undertake these works.





- **Regent's Park Estate Community Festival on 6 August.** SCSjv supported the festival run by Fitzrovia Youth in Action, London Borough of Camden and Old Diorama Arts Centre. The team members took part sharing 400 ice lollies, which were gone within first hour.



- SCSjv team joined up with Fitzrovia Youth in Action charity and Camden Council to help the resident living in Kendal, Regents Park Estate. They fixed the fence broken by storm back in February and replaced unstable steps.



- **Euston Big Clean** initiative. SCSjv and MDjv partners continue litter picking in Euston and Euston approaches area every third Tuesday of each month.



## 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 8 September.
- Key areas discussed:
  - Update on NI programme split between SCSjv and MDjv.
  - Update on progress of setting up the show room for Ampthill Estate and agreement to hold meeting face-to-face meetings with the residents.
  - Update on latest noise modelling by SCS and MDjv. Consideration to hold attended monitoring at certain properties where it is required.
  - Reimbursement of electricity cost is to be done via Payit System. Residents will receive a letter in September to validate and confirm they are the right recipient to this reimbursement. Payments will go out in October but is not restricted to only being paid in October for the 2022 annual payment.
  - NIWG meetings to continue going forward. Frequency is acceptable to be every 3 or 4 months. Duration of meetings to be reviewed.

- **Traffic Working Group (TWG)**

- Meetings held on 6 June, 4 July, and 1 August
- Key points at the meetings:
  - Update and coordination from MDJV, SCS, UKPN and Thames Water of upcoming works. Actual and forecast LGV figures were presented.
  - Parkway design complete. Site walk held with chairs of residents' associations on 13 June and workshop on 23 June.
  - UKPN works on Parkway/Delancey Street over August bank holiday weekend.
  - Update on the ongoing utility connection works to SCS worksites and works on Hampstead Road, Lidlington Place and Varndell Street.
  - Park Village East south lorry lay-by presented at TLG and CTWG. Workshops held with chairs of residents' associations on 8 and 17 August and site visit to be organised in September.
  - Use of Stanhope Street entrance gate by SCS from September 2022 onwards.

- **Air Quality and Trees**

- Meeting held on 10 August.
- Key areas discussed:
  - Material by Rail. Not currently possible to provide a firm update on the position with materials by rail as the Oakervee report was awaited. The main change since this topic had been discussed with the Air Quality group previously was the integration of the designs of the HS2 and Network Rail conventional stations and the reduction in platforms for the HS2 facility allowing it to be built in one phase. Originally the area reserved for the second phase of platforms was planned as the area to accommodate materials by rail. An update would be provided to the group when more was known.
  - Air Quality Update. The group noted the previously circulated slides on Compliance, monitoring & innovation. Monthly reports are available online on HS2 website <https://www.hs2.org.uk/building-hs2/hs2-environment-facts/hs2-and-air-quality/>.
  - Update on Euston Road works by MDjv. The group expressed concern about the prospect of further tree removals in Euston Square Gardens west and asked what the process was for protecting trees. It was stated that protection needed to happen prior to Tree Panel as this was only convened to consider removals at the end of the process.
  - Construction Carbon Emissions. A slide presented on temporary power sources using LPG. The technology made use of redundant fossil fuel engines which have been converted and it is planned that this will include the use of hydrogen in the future. Whilst the main plan was to get machinery onto mains power where possible this solution was more sustainable than conventional generators and could be scaled up if needed. It was noted that the test results from the trail engine had been very encouraging. It was noted that a more detailed presentation on reducing carbon through the selection of materials for the new station would be provided at the next meeting.



# Complaints and Enquiries

- In total 25 complaints and 305 enquiries received by HS2 Helpdesk from June to August 2022.
- Below are the detailed screenshots from the Local Authority Report for June, July and August.

## June 2022

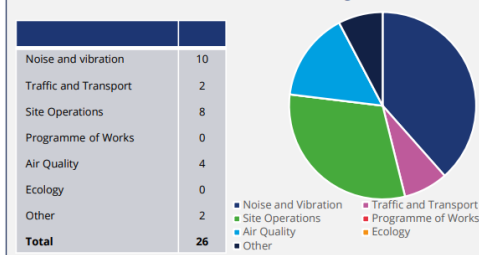
### London Borough of Camden

Helpdesk Enquiries - London Borough of Camden		
Numbers	June 2022	FY2022/23 (Year-to-Date)
Total cases	74	212
Type of case	Total number June 2022	FY2022/23 (Year-to-Date)
Construction	46	123
Land & Property	23	69
Community Engagement	3	11
Other	2	9

### Complaints - London Borough of Camden

	Total number June 2022	Total number FY2022/23 YTD	Total number FY2021/22
Complaints TOTAL	7	26	164
Service	0	0	7
Construction	7	26	157

### Construction Complaints by Category FY2022/23 (Year-to-Date) - London Borough of Camden



100% of complaints answered in 20 working days (FY2022/23)

100% of complaints answered at the 1<sup>st</sup> step of the complaints process (FY2022/23)

## July 2022

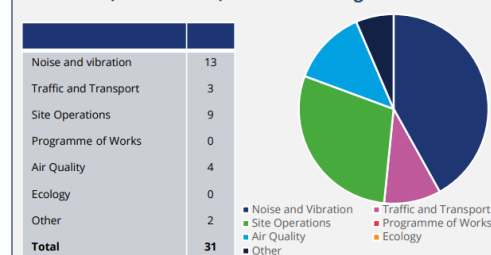
### London Borough of Camden

Helpdesk Enquiries - London Borough of Camden		
Numbers	July 2022	FY2022/23 (Year-to-Date)
Total cases	96	308
Type of case	Total number July 2022	FY2022/23 (Year-to-Date)
Construction	64	187
Land & Property	24	93
Community Engagement	1	12
Other	7	16

### Complaints - London Borough of Camden

	Total number July 2022	Total number FY2022/23 YTD	Total number FY2021/22
Complaints TOTAL	5	31	164
Service	0	0	7
Construction	5	31	157

### Construction Complaints by Category FY2022/23 (Year-to-Date) - London Borough of Camden



100% of complaints answered in 20 working days (FY2022/23)

100% of complaints answered at the 1<sup>st</sup> step of the complaints process (FY2022/23)

## August 2022

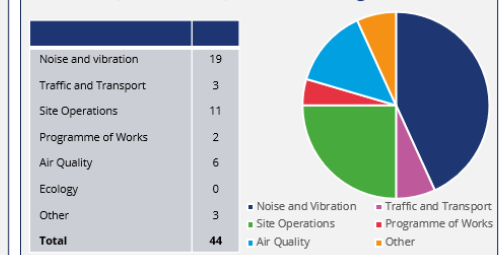
### London Borough of Camden

Helpdesk Enquiries - London Borough of Camden		
Numbers	August 2022	FY2022/23 (Year-to-Date)
Total cases	135	443
Type of case	Total number August 2022	FY2022/23 (Year-to-Date)
Construction	107	293
Land & Property	21	114
Community Engagement	0	12
Other	7	24

### Complaints - London Borough of Camden

	Total number August 2022	Total number FY2022/23 YTD	Total number FY2021/22
Complaints TOTAL	13	46	164
Service	2	2	7
Construction	11	44	157

### Construction Complaints by Category FY2022/23 (Year-to-Date) - London Borough of Camden



100% of complaints answered in 20 working days (FY2022/23)

100% of complaints answered at the 1<sup>st</sup> step of the complaints process (FY2022/23)