

Community Engagement Flash Report

Euston Community Representatives Group (ECRG)

Issue no. 20

February 2023

Community engagement at a glance (December 2022 – February 2023)

Since we last met...

We have engaged with approx. **250** people at engagement meetings.

We have had **3,612** visitors to the HS2 in Camden website with **2187** subscribers to news updates.

From the start of the project, a total of **£1.374m** have been awarded to **13** local projects in Camden through CEF and BLEF.

Engagement Events

- **Adelaide Road**

- A door knock took place **29 November 2022 at 68-78 Adelaide Road**, speaking to residents who are within the **Noise Insulation (NI) scope** but who had not yet responded to the letter regarding their eligibility.
 - 9 properties were engaged: 4 residents confirmed they do not want NI, so will now receive a decline letter however they can change their minds in the future;
 - 3 residents requested further information (such as mechanical ventilation brochure);
 - 2 residents needed to check with other family members and will revert.
- On **23 January 2023 4 – 7pm** we held a **drop-in event at St Saviours Church, Eton Villas** for any questions regarding ongoing works at the **Adelaide Road Vent Shaft site**.
 - There were 7 attendees, key themes included: future tunnelling route, future operational noise from Head House and tunnel, site appearance opposite Constable House and hoarding artwork installation. The positive feedback have been received from the resident regarding the organisation of works in a difficult location.

- Virtual 1:1 drop-in sessions for future tunnelling works (twin-bore Euston Tunnel & twin-bore Northolt Tunnel East) are taking place monthly from 17 January 2023.
 - First sessions were held on 17 January and 21 February. There were 2 attendees and 1 rescheduled session. Questions included: Where are the tunnels in relation to my property? How deep will the tunnels be? Will I experience any vibration or noise during construction and once the tunnel is in operation?
 - **Residents can book a 20-minute slot between 3pm and 6pm on the following dates: 21 March, 18 April, 16 May, 20 June, 18 July, 15 August, 19 September, 17 October, 21 November 2023.**
 - To read about the twin-bore Euston Tunnel and Northolt Tunnel East, there are engagement boards viewable on the HS2 website [Euston Tunnel - HS2](#) & [Northolt Tunnel - HS2](#)

Site improvements following the feedback from the residents.

- **Site lighting adjustment.** Lighting within the Adelaide Road Vent Shaft worksite have been put onto switches, so that the security team can switch them on to undertake required patrols and then switch off any that are not required to remain on, to minimise light pollution overnight for our neighbours.
- **Planters (site entrance).** Planter boxes and plants/flowers have been ordered for the eastern end of the Adelaide Road site boundary, where the staff entry is. This is following the feedback from a Constable House resident who overlooks the site and asked what improvements could be done to the appearance in this area where we have long term Chapter 8 barriers. The action taken away from our late-January community drop-in event. Date for installation to be confirmed.
- **Hoarding.** Reinstatement of gaps in the Adelaide Road Vent Shaft site hoarding commenced late January 2023 and will be followed with the graphics to improve the appearance of the site boundary. The design features a red brick wall with foliage behind, reminiscent of the brick wall which stood where the site boundary is.



Adelaide Road Vent Shaft site hoarding graphics

- **Litter pick.** A team of 6 volunteers from the Adelaide Road site carried out a litter pick in the local area on 2 March 2023. They started the litter pick to the west of the site outside Adelaide Medical Centre and Modern Motors, then crossed the road and walked to the east clearing the footways and kerbside of 78-68 Adelaide Road, Beaumont Walk and Constable House.



- **Highway goodwill repair.** Highway pothole repairs were carried out in December 2022, following community concern about the road condition and noise caused when vehicles traversed two locations on Adelaide Road. SCS assisted with repair and completed the works on 17 December coordinating with utilities works in the highway.

- **Euston Approach and Camden Cutting**

- Regular face-to-face engagement events have been held in the Euston Approaches with 27 people attended including:

Pop-ups at Cartmel during piling works	1, 12, 13, 15 December, 10, 12 and 17 January
Pop-ups on Park Village East north regarding Cavern Welfare compound in Camden Cutting north	8, 15, 23 February
Drop-in events in Amajla's café	11, 25 January, 2, 8, 22 February
Monthly meeting with Park Village Studios	2, 7, 22 December, 3, 10, 18, 24, 26 January, 1, 14, 16 February
Meetings with business and residents on Park Village East and Parkway regarding property mitigation works ahead of tunnelling	3, 7, 16, 20, 22, 23, 24 February
Monthly meeting with North Bridge House Prep School	13 December, 11 January, 6 February, 3 March
Calls with Notting Hill Genesis regarding Stanhope Street closure and impact on Cubitt Court	9, 13 January
Engagement with special case residents including special case panels and calls with special case residents	15 December, 18, 20 January and 5 February
Ampthill Estate noise insulation showroom visits: 80 residents visited the show flat 62 properties have taken up Noise Insulation scheme	8, 10, 13, 14, 21, 23, 27 February and 3, 4 March

- **Euston Station**

- Regular meetings have continued in this period with Drummond Street Traders, Stephenson Way Group, The Royal College of General Practitioners and University College London to update on progress of works in the west and south of the Euston Station.
- **Cobourg Street closure for utilities works and hoarding installation**
- Following on from the last period, we have continued to engage with residents and businesses in Cobourg Street and surrounding streets about the full closure of Cobourg Street for multi-utilities works.
- The full extent of the site was hoarded off in January. We consulted local residents and businesses on the design of the hoarding which has now been installed in the north section and is currently being installed in the south.
- Following feedback, we have placed a neutral leaf design, and perspex windows at the top of the hoarding to maximise light into residential properties. We have also incorporated signage to let people know that businesses remain open.



Cobourg Street hoardings

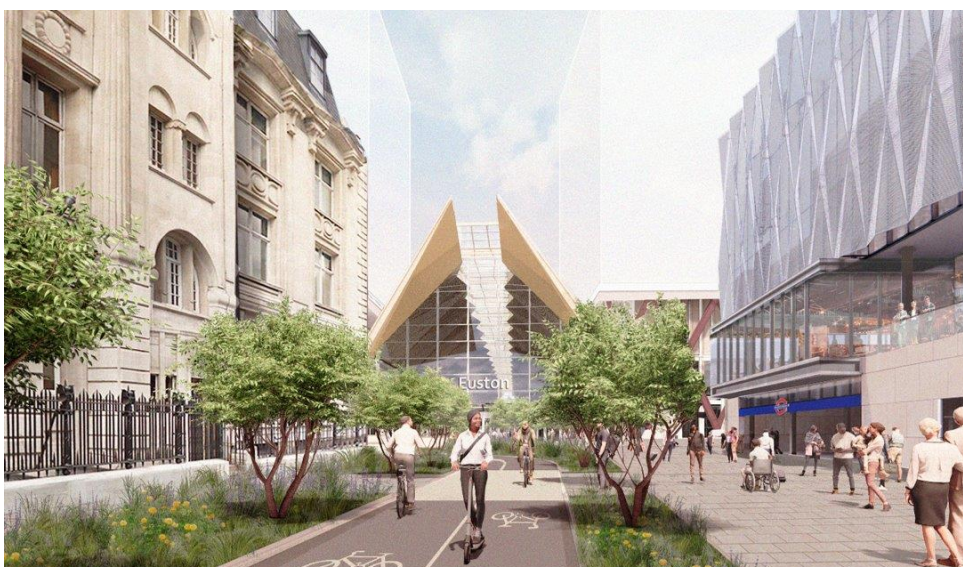
- **Hampstead Road utilities works**
- MDjv is undertaking water main diversion works in Hampstead Road which have included a full closure of Robert Street at the junction with Hampstead Road. The team were engaging with the Surma Centre and residents via the Surma Centre Wednesday lunch club, Amajla's café, and 106 Hampstead Road and the Margarete Centre. The additional business way-finding signage were provided for Amalja's and the team have raised awareness of local café internally to encourage a good flow of customers from HS2 worksite.
- We continue to work closely with TfL on the relocation of the northbound bus stop and will provide an update in the March ECRG meeting.

- **Euston Road lane closures – engagement and regional travel demand management campaign**
- In the run up to works to remove the central reservation of Euston Road, which started on 20 February, HS2, MDJv and TfL planned a communications campaign to ensure both local people and wider regional road and public transport users were aware of the changes and likely delays to travel in the area.
- At local level we produced a newsletter which featured an article on Euston Road and held a webinar on 13 February and local drop in.
- TfL and HS2 set up dedicated web pages which provide detailed travel information www.tfl.gov.uk/HS2 and a wider communications campaign including posters, radio advertising, social media, customer communications via TfL and HS2's email alerts, and a press release and article in the Metro.



MDJV Newsletter and TfL travel campaign advertising

- **Station design engagement**



- Between 24 November and 11 January, the Euston station team carried out a further phase of engagement on the design of the HS2 station and public open spaces around it. This included feedback on design changes made as a result of previous engagement in May/June and also some further information new design development for the western entrances, London Underground entrance buildings, road and cycle route design and accessibility.
- Seven events were held:
 - An exhibition at University College London campus on 24th November
 - A drop-in exhibition at the Surma Centre on 30th November
 - A pop-up stall at the Chalton Street Market on 2nd December
 - A drop-in exhibition at the Maria Fidelis RC School on 3rd December
 - A pop-up in the concourse of Euston Station on 7th December
 - Two webinars on 5th and 7th December.



Drop in event at the Surma Centre, 30/11/22

- Additional 14 stakeholder meetings were held with resident groups and businesses as part of this engagement including:
 - Euston Station Accessibility Advisory Group
 - Exmouth Arms
 - Drummond Street Traders
 - Stephenson Way Group
 - ECRG Design Development Working Group members and presentation to full ECRG
 - UCL, Wellcome Trust and Friends House
 - The Conservation Area Advisory Committees (Regent's Park, Bloomsbury, Camden)
 - 106 Hampstead Road and the Margarete Centre
 - Somers Town Neighbourhood Forum
 - Wesley Hotel, RCGP and Magic Circle
- We collected feedback using an online questionnaire and paper and digital forms available at events. In total we received 171 full responses and 41 partial responses. Some themes from the meetings and the feedback forms include:

- Feedback on the scale, position and massing of the London Underground entrance building in South Square.
- Feedback on open spaces (largely positive) including request for additional planting in northern entrance area at street level and comments on planting in South Square in relation to the cycle lane.
- Feedback on street layouts of Stephenson Way and Gordon Street, including local business servicing and crossing points, and management of private hire vehicles.
- The station design team is currently considering this feedback and will produce a further report on how the engagement has informed the development of the final design prior to submission of the Schedule 17 planning application for the station, later this year.

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**

The following online links are in place to digitally engage and communicate with the communities about the planning and delivery of HS2 project.

- 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 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 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 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

- **Local events**

- **National Apprenticeship Week**

- Mace Dragados Joint Venture (MDjv) and SCS Railways joined together during National Apprenticeships Week to deliver a STEAM activity and talk to young women in Year 9 from across 3 schools in Camden: La Sainte Union, Maria Fidelis, and Parliament Hill.
 - The event was organised by and took place in King's Cross Construction Skills centre, York Way. 45 students attended and used their design, project management and teamworking skills to build bridges out of paper, straws and sticky tape.
 - Volunteers from both JVs and HS2 provided technical expertise in building structures which could hold the weight of a mobile phone. Alongside this, volunteers were also able to advise on key business functions such as Planning and Logistics, Project Management and Project Controls.
 - The event was a great success with positive feedback from students, teachers and volunteers.
 - Both MDjv and SCS Railways are keen to be involved in similar activities in the future and will follow up with the schools involved to arrange work experience placements for those students who have expressed an interest in construction as a career path.
 - MDjv and SCS Railways also attended events at UCL Academy, Acland Burghley and Westminster Kingsway College during National Apprenticeship Week.

- **Pre-employment programme**

- MDjv ran a second pre-employment programme in November to train local unemployed people to become Traffic Marshals. Recruitment was focussed on Camden, through the King's Cross Construction Skills Centre, with 6 people starting the programme.
 - To join the MDjv workforce, candidates had to achieve the relevant qualification and of the five who took the practical and theory test, three were successful. The successful candidates progressed onto a short placement to get site experience and we are delighted to say that all three were taken on immediately and are progressing well with our sub-contractors, Barhale and Blu-3.

- **'Bricks and Mortar' site visit**

- St Mungo's is a homeless charity that works across Camden, and they have a construction training centre opposite the MDjv site at Euston. The 'Bricks and Mortar' project brought a group of their students to site at the end of 2022, to get an overview of the project and to look at a large-scale site in action. The team enjoyed the visit and discussed how they might be able to get a job on site. We are hopeful of building a fruitful relationship with a local partner and already the partnership has resulted in one individual being recruited as an apprentice with Barhale on another site in central London.

- **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/.
- The poster below is displayed in various public places advertising opportunities with HS2 including jobs and skills, apprenticeship and graduates programme, funding of community projects.

Opportunities with HS2

Creating jobs, building the economy

We are actively recruiting new roles across HS2 and our supply chain, including apprenticeships and internships.

Search and apply for your next role today:



hs2.org.uk/jobs-and-skills



Inspiring young people

We've developed a collection of resources to support teachers. They aim to inspire young people to take an interest in science, technology, engineering and mathematics (STEM) subjects and careers.

View and download:



hs2.org.uk/jobs-and-skills/hs2-educational-programme



Supporting communities through funding

We have made £45m available to local communities experiencing disruption caused by the construction of the railway.

See if you are eligible and apply for support:



hs2funds.org.uk



Building a diverse, world-class supply chain

With 400,000 supply chain contract opportunities on Phase One alone, there are huge opportunities for UK businesses to deliver Britain's new high-speed railway.

See what opportunities are available for you:



hs2.org.uk/supply-chain



Helpdesk: 08081 434 434
Email: HS2enquiries@hs2.org.uk
Website: hs2.org.uk

- **Supporting charities and volunteering:**

- **Volunteering in Fitzrovia Youth in Action**

- 2 December 2022 – SCSjv volunteers took part in preparation for Illumination Market in Clarence Gardens organised by Fitzrovia Youth in Action. The idea of the market was to focus on light and warmth in the local area. SCS helped to prepare for the event by lighting up trees and setting up stalls while also providing ladders, extension cables and generators.

- **SCSjv Christmas at Third Age Project**

- 14 December 2022 – SCSjv hosted Christmas dinner for Third Age Project at their Christmas bingo event. Food was prepared and brought over to the centre in Cumberland Market and served to approx. 40 members. Prizes for bingo including M&S vouchers and Christmas hampers were donated.



Christmas dinner at Third Age Project, Regents Park Estate

- **MDJV Christmas Charity appeals**

- MDJV Christmas appeal this year focussed on supporting the Euston Foodbank and homeless groups that work in the area around Euston station including New Horizons and C4WS homeless charities, as well as collections for the Foodbank and the Salvation Army's toy collection. It is estimated that as a whole, in excess of £1,000 was raised for a good cause.
- A real highlight was the Christmas Meal which a team of volunteers prepared for the residents of a St Mungo's homeless hostel. A strong relationship have been developed with the St Mungo's team locally, which includes taking part in 'bucket' collections at Euston station and working with students at their 'Bricks and Mortar' .



- 22 December 2022 – Donation and delivery of 10 bags of shingle and 100 bricks were sent to **Regents Park Children's Centre**. The centre requested these for the children's construction area within the playground and were greatly appreciated.
- **Everton Mews Community Champions Volunteering**
- On the 13th of January 2023 seven MDJV volunteers went down to Everton Mews to support a volunteering event organised by the Regent's Park Estate Community Champions who are part of The Euston Partnership Meanwhile Use group.
- Everton Mews is considered a Gateway to the estate from the Hampstead Road but is a rather neglected and dark passageway which suffers from littering and anti-social behaviour. The project was funded by Keep Britain Tidy and involved the whole community in developing artwork to brighten up the passageway and include additional street lighting.
- MDJV volunteers cleared up the litter and mess within the passageway and prepared areas for painting including sanding and undercoat. The work undertaken enabled the local community to concentrate on the creative elements of the project and to add additional lighting.



Volunteering in Everton Mews

- **Volunteering at ZSL London Zoo**
- Ahead of their 200th year anniversary in 2028, ZSL London Zoo are in the process of refreshing various enclosures and facilities across the grounds, including an update to their education centre which hosts thousands of students every year.
- Along with ongoing support for the zoo which has included donations of materials towards the refurbishment of the gardens and unwanted office supplies for the education centre, SCS organised volunteering days on 16 January and 28 February, 21 volunteers helped with gardening, tidying up and varnishing/weatherproofing timber sleepers (donated and delivered by SCS last year) for planters and various garden furniture

- London Zoo representatives highlighted that above initiatives are helping to build and strengthen the relationship between the Zoo and SCS/HS2, the largest project in the area being a supportive neighbour to one of London's most iconic visitor attractions.



SCS volunteers at the London Zoo

- **C4WS Friday Club**
- A team of MDJV volunteers prepared a lunch for homeless people through the regular Friday Club organised by C4WS at the Salvation Army premises in Chalk Farm.



The team were highly commended by the diners, describing it as the best meal yet!

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 16 February 2023 online.
- Key areas discussed:
 - Update on NI programme split between SCSjv and MDjv.
 - Update on show room set up for Ampthill Estate and dates to visits. It had been agreed to propose addition out of hours and weekend dates.
- Update on latest noise modelling by SCS. MDjv is in process of assessment of future noise models and identifying further properties, the update to the provided in future meetings.
- Next NIWG meetings to be held on 23 March

- **Traffic Working Group (TWG)**

- Meetings held on 19 December 2022 (online), 16 January (hybrid) and 13 February 2023 (online).
- Specific follow up in-person meetings such as site walks had been held with the resident's representative on Eversholt Street and Hampstead Road.
- Key points at the meetings:
 - Update and coordination from MDJV, SCS and UK Power Networks of upcoming works.
 - Update on the ongoing utility works on west of Euston Station, Euston Road, Hampstead Road, Robert Street, Lidlington Place and Stanhope Street.
 - Parkway utility works and Park Village East lorry-lay-bys and closure of Mornington Street bridge.
 - Concerns were raised by the residents of Park Village East regarding the delays with the bust stop replacement on Hampstead Road. MDjv looking at options to provide alternative shuttle or taxi service for vulnerable residents.

Air Quality, Trees, and Open Spaces Working Group

- Meeting held on 15 February in hybrid format.
- Key areas discussed:
 - Updates on air quality monitoring and reporting. Monthly reports are available online on HS2 website <https://www.hs2.org.uk/building-hs2/hs2-environment-facts/hs2-and-air-quality/>.
 - The Group received updates on air quality in the Euston area and discussed the possible impact of the lane closures on Euston Road on baseline readings.
 - The group discussed at length the Tree Panel's recent decision to allow the removal of trees in Euston Square Gardens West. Although fewer trees were saved than was originally planned it was expected that the change from cut and cover to tunnelling the link to Euston Square Station would save more than planned.
 - In addition, the group heard about progress on planting a replacement tree on North Gower Street/Euston Road corner.

Design Development Working Group

- Meeting held on 29 November in-person.
- ECRG Design Development Working Group members were offered a preview of the design exhibition in advance of the main ECRG meeting at the Wesley Hotel.
- Two members attended and asked the design team a range of questions on the design proposals including the northern area and the LU south entrance building.

Complaints and Enquiries

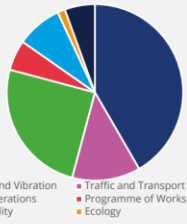
- In total 33 complaints and 432 enquiries received by HS2 Helpdesk from November 2022 to February 2023.
- Below are the detailed screenshots from the Local Authority Report for November 2022 to January 2023.

November 2022

Helpdesk Enquiries - London Borough of Camden		
Numbers	November 2022	FY2022/23 (Year-to-Date)
Total cases	98	778
Type of case	Total number November 2022	FY2022/23 (Year-to-Date)
Construction	71	526
Land & Property	15	180
Community Engagement	8	29
Other	4	43

Complaints - London Borough of Camden			
	Total number November 2022	Total number FY2022/23 YTD	Total number FY2021/22
Complaints TOTAL	9	76	164
Service	0	4	7
Construction	9	72	157

Construction Complaints by Category FY2022/23 (Year-to-Date) - London Borough of Camden	
Noise and vibration	30
Traffic and Transport	9
Site Operations	18
Programme of Works	4
Air Quality	6
Ecology	1
Other	4
Total	72



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

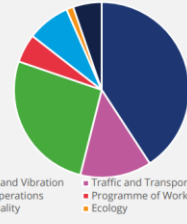
100% of complaints answered at the 1st step of the complaints process (FY2022/23)

December 2022

Helpdesk Enquiries - London Borough of Camden		
Numbers	December 2022	FY2022/23 (Year-to-Date)
Total cases	92	870
Type of case	Total number December 2022	FY2022/23 (Year-to-Date)
Construction	61	587
Land & Property	22	202
Community Engagement	8	37
Other	1	44

Complaints - London Borough of Camden			
	Total number December 2022	Total number FY2022/23 YTD	Total number FY2021/22
Complaints TOTAL	6	82	164
Service	2	6	7
Construction	4	76	157

Construction Complaints by Category FY2022/23 (Year-to-Date) - London Borough of Camden	
Noise and vibration	31
Traffic and Transport	10
Site Operations	20
Programme of Works	4
Air Quality	6
Ecology	1
Other	4
Total	76



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

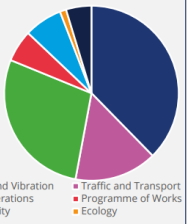
100% of complaints answered at the 1st step of the complaints process (FY2022/23)

January 2023

Helpdesk Enquiries - London Borough of Camden		
Numbers	January 2023	FY2022/23 (Year-to-Date)
Total cases	117	987
Type of case	Total number January 2023	FY2022/23 (Year-to-Date)
Construction	74	661
Land & Property	29	232
Community Engagement	4	40
Other	10	54

Complaints - London Borough of Camden			
	Total number January 2023	Total number FY2022/23 YTD	Total number FY2021/22
Complaints TOTAL	8	91	164
Service	0	6	7
Construction	8	85	157

Construction Complaints by Category FY2022/23 (Year-to-Date) - London Borough of Camden	
Noise and vibration	32
Traffic and Transport	13
Site Operations	24
Programme of Works	5
Air Quality	6
Ecology	1
Other	4
Total	85



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

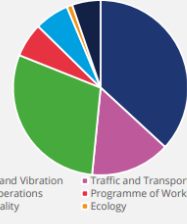
100% of complaints answered at the 1st step of the complaints process (FY2022/23)

February 2023

Helpdesk Enquiries - London Borough of Camden		
Numbers	February 2023	FY2022/23 (Year-to-Date)
Total cases	125	1112
Type of case	Total number February 2023	FY2022/23 (Year-to-Date)
Construction	87	747
Land & Property	12	245
Community Engagement	17	57
Other	9	63

Complaints - London Borough of Camden			
	Total number February 2023	Total number FY2022/23 YTD	Total number FY2021/22
Complaints TOTAL	10	102	164
Service	1	7	7
Construction	9	95	157

Construction Complaints by Category FY2022/23 (Year-to-Date) - London Borough of Camden	
Noise and vibration	35
Traffic and Transport	14
Site Operations	28
Programme of Works	6
Air Quality	6
Ecology	1
Other	5
Total	95



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

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