

Community Engagement Flash Report

Euston Community Representatives Group (ECRG)

Issue no. 22

September 2023

Community engagement at a glance (June – August 2023)

Since we last met...

We have engaged with approx. 220 people at engagement meetings.

We have had 1,874 visitors to the HS2 in Camden website with 1164 subscribers to news updates.

From the start of the project, a total of £1.49m have been awarded to 14 local projects in Camden through CEF and BLEF.

Engagement Events

• ADELAIDE ROAD

- **A pop-up engagement event** took place on 11 July on Adelaide Road, adjacent to bus stop R. Four residents met the team with questions about ongoing works at the Adelaide Road Vent Shaft site and one resident made an email enquiry following the pop-up, which was answered via email correspondence.
- **Tunnelling engagement events.** Virtual 1:1 drop-in sessions for future tunnelling works (twin-bore Euston Tunnel and twin-bore Northolt Tunnel East) are taking place monthly.
 - There were nine registrations in June, July and August, four of which booked and attended.
 - Questions covered topics including the future tunnel line of route; future train operations e.g. ticket pricing; the house prices in Birmingham – neither related to the HS2 London tunnels specifically.
 - Residents can book a 20-minute slot between 3pm and 6pm on the following dates: 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](#) and [Northolt Tunnel - HS2](#).
- **Virtual 1:1s for residents local to Adelaide Road** take place monthly, to discuss ongoing works at the Adelaide Road Ventilation Shaft site.
 - There were five registrations in June, July and August, two of which booked and attended. Two registrations provided questions in advance which were covered via email correspondence.
 - Questions related to ongoing works in the Adelaide Road area; when local residents should expect a pause to works and when this would resume; HS2 careers; regarding a future property sale and impacts of HS2, including the HS2 'Need to Sell Scheme' information.
 - Residents can book a 20-minute slot between 3pm and 6pm on the following dates: 20 September, 18 October, 15 November 2023.
- **EUSTON APPROACHES AND CAMDEN CUTTING**
 - **Regular engagement events** have been held in the Euston Approaches to update on current and future works:
 - Nineteen online and in-person meetings with businesses and specific residents on Park Village East and Parkway related to ongoing works, surveys and protective works ahead of tunnelling works.
 - Pop-up events and door knocks:
 - at Richmond House on 10 July related to borehole works in the garden area, one person attended.
 - at Cartmel regarding sheet piling on 8 August, two residents attended.
 - at the Regent's Park Estate buildings to inform of monitoring prisms on outside of building.
 - Visit to Regent's Park Estate Children's centre on 2 August to regarding the installation of monitoring prisms on outside of building.
 - Monthly check-ins with charity organisations: Camden Town Shed, Surma Centre, Third Age. Van load of timber delivered to Woodthatworks (Highgate) for their community projects – 1 June.
 - Meeting with London Zoo on 29 June to update and discuss volunteering opportunities at their community hub/garden; dropping off x20 marine ply and x15 9x4 timber on 28 June.
 - Monthly meeting with North Bridge House Prep School, 1, 20 June, 17 August.
 - Metropolitan Police spot check – 21 June.

- **Advance notification letters** were issued relating to works in Euston Approaches including utility works on Stanhope Street and Hampstead Road, ongoing works to extend Granby Terrace bridge, piling works in front of Coniston and Cartmel and updates on weekend and extended hours. All latest notifications are now linked to the works' interactive map updated weekly. Please see the example [published on 1 September](#). For all the latest key documents including construction updates, current works map and frequently asked questions please [follow this link](#).
- **Newsletter in Euston Approached** has been issued to the residents on 29 August. Please [follow the link](#) to see a copy.
- **EUSTON STATION**
 - **Meanwhile use opportunities in Euston**
 - Following the Government's decision to rephase the construction of the HS2 station at Euston earlier this year, HS2 Ltd has been working with the Euston Partnership and the local community to develop and deliver meanwhile use spaces for the HS2 sites in the Camden area.
 - **Opening of the first temporary space for community use, 28 July 2023**
 - On 28 July a green space featuring new plants and seating has been opened **on Hampstead Road by the National Temperance Hospital (NTH)**. The new area is now available for community use during the period that HS2 works at Euston are temporarily paused. Please follow [the link to the opening event details](#).
 - An engagement drop-in event was held on 8 August to ask the community for their ideas on a name for the garden, on how the space can be used for cultural and community events in the future, and to gather feedback on where the plants could be reused in the future.



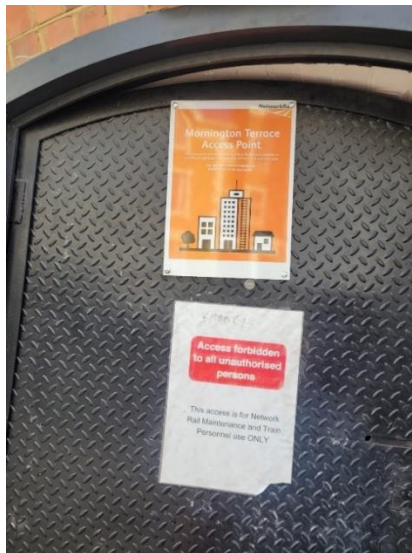
Councillor Heather Johnson formally opening the garden space at NTH alongside with local residents, HS2 and MDjv

- A number of other sites in the area have been identified for meanwhile use including the outdoor space at the Maria Fidelis school and in Euston Square Gardens west which is currently used as a temporary taxi rank. We will be engaging with the local community throughout the Autumn to seek input into the design and potential uses for this space.
- **Regular meetings have continued with local businesses and residents** regarding the restart of utility works.
 - In July an update was given to the Stephenson Way group, including regular meetings to, University College London, The Royal College of General Practitioners and Magic Circle.
 - Update was given during ECRG meeting on 1 June 2023.
 - Formal updates were given to Drummond Street Traders on 31 August following a written notification July 2023.
 - Additional face to face meetings takes place fortnightly with businesses on Drummond Street.
- **Advance notification letters** were issued relating to continuing works including Phase 2 of the Vodafone utility works in Eversholt Street, Lidlington Place and Cranleigh, Canopy installation at Euston Station Piazza and removal of the Mobile Elevating Platform (MEP) via Maria Fidelis access gate on North Gower.
- **NETWORK RAIL UPDATES ON WORKS AND IMPROVEMENTS TO THE EUSTON STATION**
 - **Works at the Euston station parcel deck above platforms 14 and 15**
 - Over the August bank holiday weekend, we continued work to strengthen part of the station building and improve an emergency exit route above Platforms 14 and 15.
 - Work is continuing until the end of 2023 to weatherproof the western side of the station building while major construction for HS2 at Euston is paused.



- **Mornington Terrace railway access point**

- In response to feedback regarding **the Mornington Terrace Access Point** the maintenance and delivery teams worked at our Mornington Terrace railway access point to reduce disruption to our neighbours in the area.
- New door mechanisms have been installed that should reduce the noise from the door opening and closing. The refreshed signages on both sides of the access door have been displayed, with better public information and reminders for staff using the access point to keep noise to a minimum. We're also continuing to brief teams who use the access point about being respectful at all times.



- **Clarkson Row works**

- Network Rail is constructing a new access point at Clarkson Row to enable maintenance to be carried out to railway assets located on the eastern side of the station. These assets were relocated during an earlier phase of work.
- While work is ongoing to finalise a party wall agreement with the adjacent building, preparatory work is taking place at track level, with minor daytime work at street level.
- We'll keep local people updated about our work at Clarkson Row.



The location of the access point from Clarkson Row Street level

- **Letters / postcards issued to our lineside neighbours:**

- Three-month look ahead letter providing an overview of work in the Euston area covering September – November 2023 (issued 29 August), please follow [this link](#).
- Postcard – Investigatory borehole drilling (daytime) on Eversholt Street issued to the residents on 1 September, please follow [this link](#).
- Postcard – Fire alarm testing at Hardwick House issued to the resident on 23 August, please follow [this link](#).

Communications

- HS2 in Camden web site have been updated to reflect the latest programme changes following the Government announcement on 9 March. Follow [the link](#) to review updated pages.
- As part of regular Camden-wide updates [HS2 in Camden - HS2](#), newsletters, and a **three-monthly construction lookahead** have been distributed. Follow the link to [Autumn 2023 Construction look ahead Camden \(hs2.org.uk\)](#)

- **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

- **SCHOOL ENGAGEMENT**

- Workshop at Torriano School for Year 4 students on bridge building and the environment, 9 June.
- Mock interviews at William Ellis School as part of their Future Careers' Week, 12 June
- Bridge building activity delivered to students at Fitzjohn's Primary School, 17 July
- Road Safety Day at the Vehicle Holding Area for approximately 90 students at Christchurch Primary School, 11 July. Please see the photos below.



Christchurch Primary school students attending various road safety activities at the Vehicle Holding Area.

- **Camden schools STEAM Work Experience**

- In July eight Camden students completed a week-long work experience in SCSjv worksite. Feedback from the students was very positive, an example of which is provided below:
- *"I loved this work experience, particularly the part where I got to go on site with an engineer and got to present our own rail project. It definitely helped with my dwindling social skills and thus collaboration/teamwork, with my ability to think outside the box, my research skills, and made me a lot more careful when it came to the safety of both myself and others around me."*

- **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

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**

- In July SCS and supply chain staff supported the Soup Kitchen charity walking around London to hand out food, clothes, toiletries and treats to those living on the streets.
- They also visited **New Horizons youth homelessness centre** and hear about the fantastic work the charity do to support 16 – 24-year-olds who have found themselves homeless. This was an opportunity to see how the money raised through observations and charity events is spent and hear about the homeless situation first hand.



SCS volunteers during the walk delivering the essentials to homeless

- **The Community and Environment Fund (CEF) update**

- **Changing the Game for Young People in Euston**
- In summer Bloomsbury Football Foundation, a Registered Camden Charity has been awarded with £55,380. The project is to provide free football activities for young people from lower income families, creating a sustainable pathway into gradually more rigorous physical activity over time. The sessions will be delivered on local council estates, in community centres and as extra-curricular activities schools. They will also provide holiday camps during the school holidays. Website: <https://bloomsburyfootball.com/>
- For details of CEF and BLEF funding please follow the link to online interactive map [HS2 Community and Business Funds project map – HS2 Community and Business Funds \(hs2funds.org.uk\)](https://hs2funds.org.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 15 June online with the next meeting planned for 5 October.
- Key areas discussed:
 - Overview provided of new surveys and installs since the previous NIWG.
 - Questions have been raised regarding the void properties, HS2/SCS explained that the priority is to install NI on the active properties to support the residents and confirmed that NI will be installed on the void properties as well, however, it's a low priority at the moment.
 - Update on progress in Amphil Estate had been provided stating 104 NI requests have been received from Amphil Towers following the engagement taken place in previous months.
 - The update has been provided regarding the replacement of sonair filters. Two filters/unit are being provided to the residents on an annual basis with each filter to suffice for at least 6 months' time usage.

- **TRAFFIC WORKING GROUP (TWG)**

- Meetings held on 5 June and 31 July online as no residents taking offer of in-person invite. Meeting recurrence agreed once in two months and will be held online only going forward.
- Key points at the meetings:
 - Update and coordination from MDJV, SCS and UK Power Networks of ongoing and upcoming works.
 - SCS provided current state of play for in progress and planned traffic and highways works
 - Mornington Street bridge closure and if there is a consideration to re-open it.
 - Queries raised regarding the upcoming TfL cycle scheme and how this interfaced with Granby Terrace Bridge utility diversionary work currently out on Hampstead Road Bridge.
 - Success story have been shared: Road Safety event with Christchurch Primary School at the Vehicle Holding Area, inspiring the next generation of traffic and highways engineers and promoting road safety.

- **AIR QUALITY, TREES, AND OPEN SPACES WORKING GROUP**

- No meetings had been held in summer period. The meeting held on 12 September.
- Agenda items included:
 - Update on current and planned works have been provided.
 - Updates on air quality monitoring and reporting. Monthly reports are available online on HS2 website [Monitoring the environmental effects of HS2: 2023 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/monitoring-the-environmental-effects-of-hs2-2023)
 - Meanwhile Uses update and discussion on various options how areas may be used.
 - Further questions regarding Mornington Street Bridge, Adelaide Road Headhouse will be covered at the ECRG meeting.

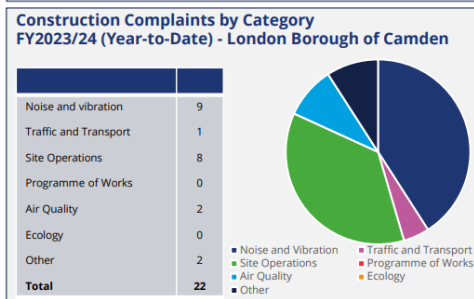
Complaints and Enquiries

- In total 29 complaints and 365 enquiries received by HS2 Helpdesk from May to August 2023.

May 2023

| Helpdesk Enquiries - London Borough of Camden | | |
|---|-----------------------|--------------------------|
| Numbers | May 2023 | FY2023/24 (Year-to-Date) |
| Total cases | 105 | 244 |
| Type of case | Total number May 2023 | FY2023/24 (Year-to-Date) |
| Construction | 62 | 156 |
| Land & Property | 26 | 52 |
| Community Engagement | 8 | 15 |
| Other | 9 | 21 |

| Complaints - London Borough of Camden | | | | |
|---------------------------------------|-----------------------|----------------------------|------------------------|------------------------|
| | Total number May 2023 | Total number FY2023/24 YTD | Total number FY2022/23 | Total number FY2021/22 |
| Complaints TOTAL | 16 | 23 | 125 | 164 |
| Service | 1 | 1 | 10 | 7 |
| Construction | 15 | 22 | 115 | 157 |



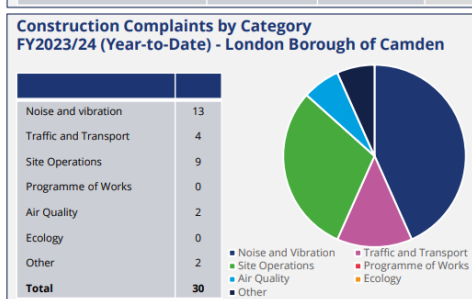
100% of complaints answered in 20 working days (FY2023/24)

100% of complaints answered at the 1st step of the complaints process (FY2023/24)

June 2023

| Helpdesk Enquiries - London Borough of Camden | | |
|---|------------------------|--------------------------|
| Numbers | June 2023 | FY2023/24 (Year-to-Date) |
| Total cases | 88 | 331 |
| Type of case | Total number June 2023 | FY2023/24 (Year-to-Date) |
| Construction | 67 | 222 |
| Land & Property | 17 | 69 |
| Community Engagement | 1 | 16 |
| Other | 3 | 24 |

| Complaints - London Borough of Camden | | | | |
|---------------------------------------|------------------------|----------------------------|------------------------|------------------------|
| | Total number June 2023 | Total number FY2023/24 YTD | Total number FY2022/23 | Total number FY2021/22 |
| Complaints TOTAL | 8 | 31 | 125 | 164 |
| Service | 0 | 1 | 10 | 7 |
| Construction | 8 | 30 | 115 | 157 |



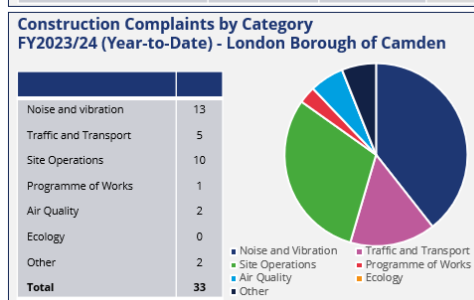
100% of complaints answered in 20 working days (FY2023/24)

100% of complaints answered at the 1st step of the complaints process (FY2023/24)

July 2023

| Helpdesk Enquiries - London Borough of Camden | | |
|---|------------------------|--------------------------|
| Numbers | July 2023 | FY2023/24 (Year-to-Date) |
| Total cases | 77 | 408 |
| Type of case | Total number July 2023 | FY2023/24 (Year-to-Date) |
| Construction | 46 | 268 |
| Land & Property | 15 | 84 |
| Community Engagement | 11 | 27 |
| Other | 5 | 29 |

| Complaints - London Borough of Camden | | | | |
|---------------------------------------|------------------------|----------------------------|------------------------|------------------------|
| | Total number July 2023 | Total number FY2023/24 YTD | Total number FY2022/23 | Total number FY2021/22 |
| Complaints TOTAL | 3 | 34 | 125 | 164 |
| Service | 0 | 1 | 10 | 7 |
| Construction | 3 | 33 | 115 | 157 |



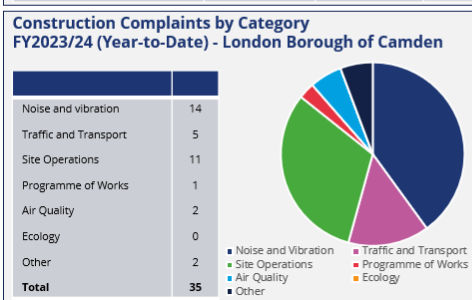
100% of complaints answered in 20 working days (FY2023/24)

100% of complaints answered at the 1st step of the complaints process (FY2023/24)

August 2023

| Helpdesk Enquiries - London Borough of Camden | | |
|---|--------------------------|--------------------------|
| Numbers | August 2023 | FY2023/24 (Year-to-Date) |
| Total cases | 95 | 503 |
| Type of case | Total number August 2023 | FY2023/24 (Year-to-Date) |
| Construction | 70 | 338 |
| Land & Property | 17 | 101 |
| Community Engagement | 2 | 29 |
| Other | 6 | 35 |

| Complaints - London Borough of Camden | | | | |
|---------------------------------------|--------------------------|----------------------------|------------------------|------------------------|
| | Total number August 2023 | Total number FY2023/24 YTD | Total number FY2022/23 | Total number FY2021/22 |
| Complaints TOTAL | 2 | 36 | 125 | 164 |
| Service | 0 | 1 | 10 | 7 |
| Construction | 2 | 35 | 115 | 157 |



100% of complaints answered in 20 working days (FY2023/24)

100% of complaints answered at the 1st step of the complaints process (FY2023/24)