

Community Engagement Flash Report

Euston Community Representatives Group (ECRG)

Issue no. 23

November 2023

Community engagement at a glance (September – November 2023)

Since we last met...

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

We have had **1,478** visitors to the HS2 in Camden website with **1,285** subscribers to news updates.

From the start of the project, a total of **£1.498m** have been awarded to **15** local projects in Camden through CEF and BLEF.

Engagement Events

• ADELAIDE ROAD

- **A community drop-in event** was held on 10 September 2023, 5-7pm at the Adelaide Road Vent Shaft (ARVS) site. This was an event for members of the local community to visit the site and meet members of the ARVS site team, the SCS and HS2 engagement teams and an environment specialist to ask questions. There were nine registrations in advance and 10 attendees.
- **Virtual 1:1** drop-in sessions for future tunnelling works (twin-bore Euston Tunnel & twin-bore Northolt Tunnel East) take place monthly. Residents can book a 20-minute slot between 3pm and 6pm. Sessions were available on 19 September, 17 October and 19 November 2023. Topics included overall status of HS2 and whether tunnelling works would continue, and general routeway tunnelling questions.
- Next face-to-face community meeting is proposed for **late January 2024** to be held on site again. Topics that will be covered are:
 - An update on the future Head House design following the Schedule 17 plans including the boundary wall and consent approval in May 2023;
 - How the site will be left during the pause to works.
- The team have received **a compliment from a Blashford resident** following amendments to how the site lighting is managed. Adjustments were made following contact from the

resident, including angle of lights and shades and switches being installed so Security on site only turn on certain areas during patrol and then switch off again.

- The Adelaide Road Newsletter has been issued in October and can be found here: [Newsletter October-2023](#)

- **EUSTON APPROACHES AND CAMDEN CUTTING**

- **Regular engagement events** have been held in the Euston Approaches to update on current and future works:
 - An online construction update meetings on 14 and 19 September with 15 people attending.
 - Roof top visits at Stephenson House on 20 and 27 September with 18 people attending.



Rooftop guided tours with residents – September 2023

- Seventeen 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.
- In-person meeting with Ampthill Estate Residents Association on 17 October and site walk on 25 September regarding trail holes and future UK Power Network connection works in Ampthill Estate.
- Pop-up event on Harrington Street on 18 October regarding upcoming works in front of Cartel and Coniston.
- Meeting with Harrington House resident on 19 September for potential future gardening project.
- Monthly check-in with Surma Centre and Third Age Project on 5 and 24 October.

- Monthly meeting with North Bridge House Prep School on 12 October.
- 39 noise insulation letters have been issued to the residents; 28 emails sent regarding asset protection, community investment and general engagement.
- Metropolitan Police spot check on Hampstead Road on 8 November.



Police spot check on Hampstead Road

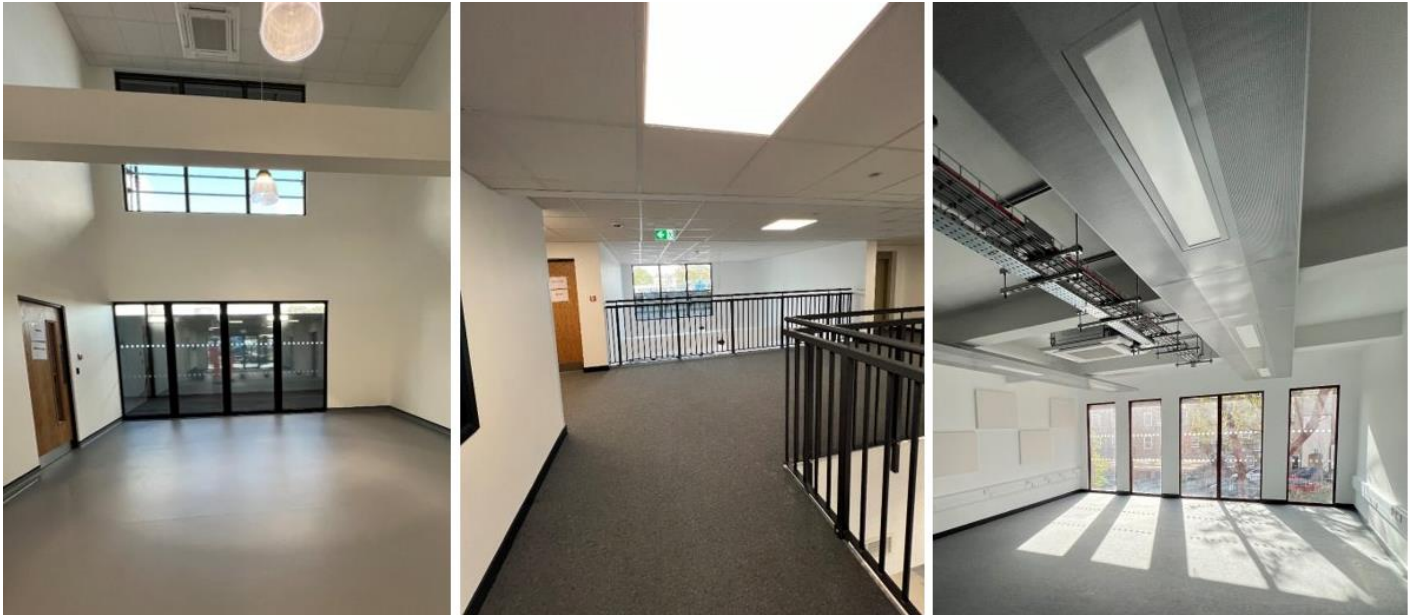
- **Advance notification letters** were issued relating to works in Euston Approaches including utility works on Stanhope Street and Hampstead Road, ongoing works to extend Granby Terrace bridge, piling works in front of Coniston and Cartmel and updates on weekend and extended hours. All latest notifications are now linked to the works' interactive map updated weekly. For all the latest key documents including current works map, construction updates, and frequently asked questions please [follow this link](#).

- **EUSTON STATION**

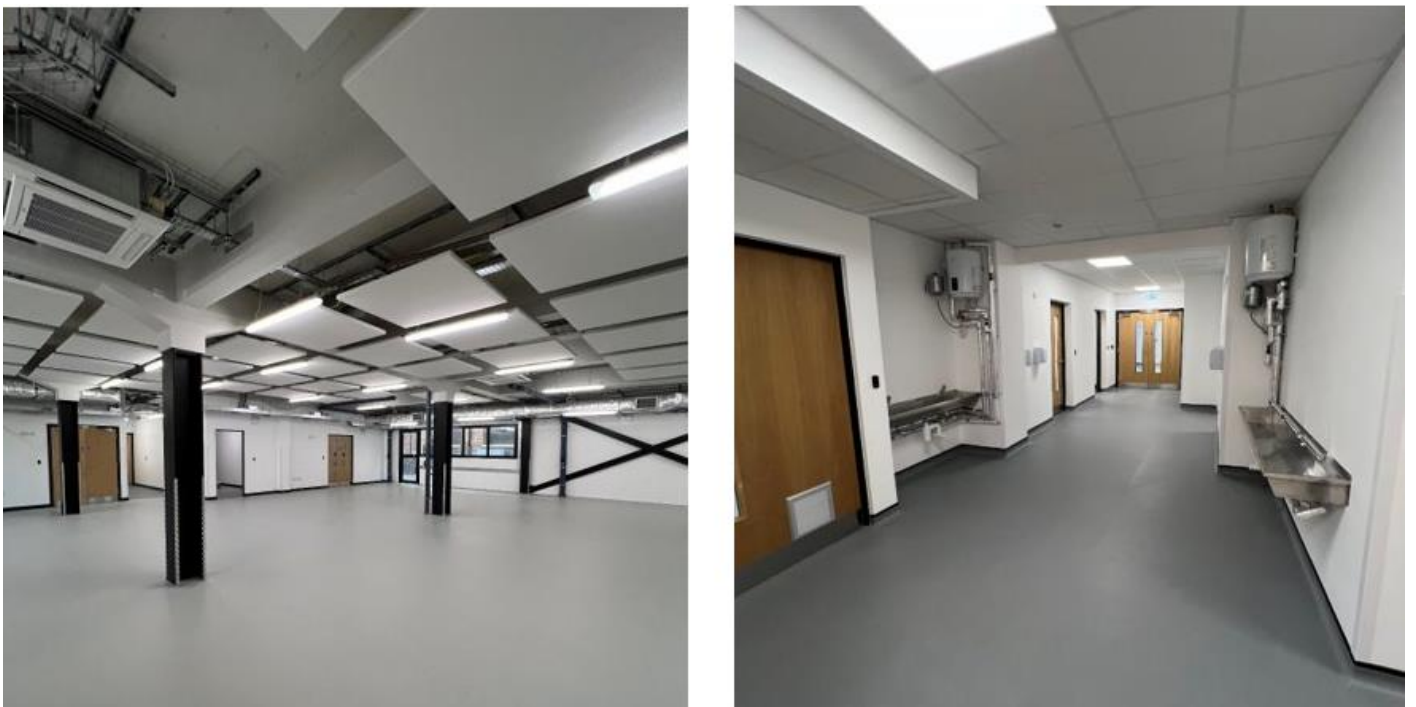
Recognising the Government's recent announcements on HS2, commitment was reaffirmed to bring HS2 trains to Euston, and critical preparatory work continues to prepare for a new future station. Our current activities include construction of Traction Substation (TSS), essential utilities diversion, staff accommodation at the former Maria Fidelis school and completion of the Interim Taxi Rank (ITR).

- **Maria Fidelis Construction Skills Centre**

- At the end of October 2023 MDjv completed and handed the Construction Skills Centre to London Borough of Camden.



Modular teaching spaces – Image 1



Workshop spaces – Image 2

- **Stephenson Way - Vehicle Turning Circle (Hammerhead)**

- Construction of a vehicle turning circle on Stephenson Way began early October and the facility opened on 27th October 2023. The Turning Circle will allow vehicles to safely turn on the road, works included stepping back the hoarding around the site to increase the road width at the end of Stephenson Way.

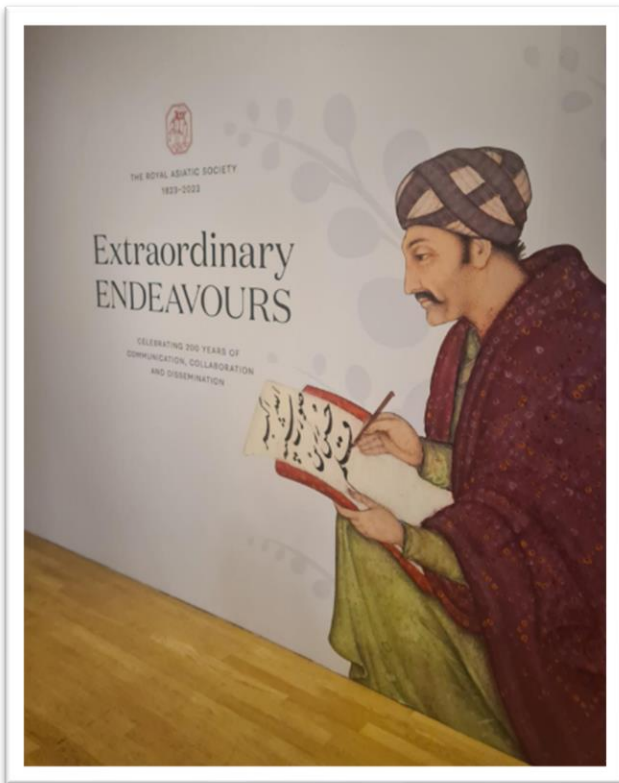


Stephenson Way – Vehicle Turning Circle

- **As essential utility works continue in the area, we have continued with regular forums and meetings with local stakeholders in September and October 2023.**

- Stephenson Way group - 21 September 2023, written notification report provided for October 2023
- ECRG – 21 September 2023
- Drummond Street Traders - 28 September 2023, written updates
- In-person visit to businesses on Drummond Street in September and October 2023
- Ongoing engagement with The Wesley Hotel, Royal College of General Practitioners (RCG), University College London (UCL), Exmouth Arms and The Margarete Centre 108 Hampstead Road
- **Advance notification letters** were issued regarding construction of a Vehicle Turning Circle on Stephenson Way; relocation of Bus Stops J and K on Hampstead Road to facilitate UKPN works; reminder of utilities work along Cobourg Street and temporary footpath closure of South; Hoarding realignment on Melton Street; Temporary Southbound closure of Gordon Street to facilitate UKPN works; Remaining highways works for Interim Taxi Rank (ITR), Installation of Variable-Message Signs (VMS) on Eversholt Street and Upper Woburn Place. The VMS will alert taxis if the new facility is full. A CCTV camera was also installed on Eversholt Street. We now expect ITR to come into use in 2024 and we are working with Network Rail to determine a date.

- MDJV colleagues been invited to the Royal Asiatic Society Exhibition as a part of Stephenson Way Group on 11 October 2023. The exhibition celebrates 200 years of communication, collaboration and Dissemination at Brunei Gallery, SOAS – Russell Square



○ **Name the Tunnel Boring Machine in Euston**

- The first Tunnel Boring Machine (TBM) has arrived at the MDJV Euston worksite in October to deliver the first stage of utilities diversion between Hampstead Road and Melton Street across the site. The work will continue until in 2024.
- To mark this milestone, we have launched a competition for local schools to name the TBM. The winning school will receive £250 a prize bundle of their choice and a plaque. Any school can submit name ideas for our TBM until Friday 24 November 2023 at: enquiries@macedragados.com
- After the submission closes on 24 November 2023, a staff judging panel will pick a name by voting. The winning school will be contacted when the TBM begins its next journey at our Hampstead Road site in early 2024.

Name our Tunnel Boring Machine at our Euston station site

The winning school will receive a plaque and prize bundle worth over £250

Submit your entry by Friday 24 November 2023 to enquiries@macedragados.com

- **NETWORK RAIL UPDATES ON WORKS AND IMPROVEMENTS TO THE EUSTON STATION**

- **Works at the Euston station parcel deck above platforms 14 and 15**

- Work is continuing on the upper deck (Parcel Deck) and a temporary façade is being put up on exposed areas. Other work includes improvement work on the ramp above platform 2/3. The work on the upper deck is projected to be completed in early 2024



- **Works at Clarkson Row:**

- Work to create a vehicle access point has now fully started at Clarkson Row. The main body of work will take place Monday – Friday 0800-1800 and is projected to be complete by mid- April 2024.



- **Mornington Terrace Access Point:**
 - We are responding to a noise complaint regarding the access point and are currently investigating this and looking to respond at the level requested.
- **Letters / postcards issued to our lineside neighbours:**
 - Letter to Clarkson Row residents regarding start of work, please follow this link
 - Community Postcard regarding work at Euston Station near Barnby Street, please follow [this link](#).

Communications

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

- [HS2 website](#) contains links to the local websites providing you with information about HS2 developments and opportunities in your area. Including the link to [HS2 in Camden - HS2](#)
- As part of regular Camden-wide updates, newsletters, and a three-monthly construction lookahead have been distributed. Follow the link to [HS2 in Camden - Construction Look Aheads and Newsletters - HS2](#)
- All ECRG related documents are saved here: [Community engagement in Camden - HS2](#)
- [In your area map](#) brings all of our work notifications together in one place, allowing to navigate through and keep up-to-date on the work we are doing in your area.
- Follow the link to sign up to the HS2 mailing list <https://engagement.hs2.org.uk/join-mailing-list/> to receive latest updates about the HS2 project, how it's being planned and constructed and what we're doing to make it less disruptive.

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

- **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

- **COMMUNITY INVESTEMENT, SUPPORTING CHARITIES AND VOLUNTEERING**

- **Supporting The Soup Kitchen charity to adapt with the rising demand of guests**

- SCSJV continues to provide support to The Soup Kitchen charity, situated in Tottenham Court Road, Camden which was established in 1986 and is a resource for the homeless, elderly, lonely and vulnerable in London.
- On hearing about the centre's recent struggles with capacity, SCSjv supported them to upgrade their kitchen electrics, including the fitting of a new cooker to increase the amount of meals prepared and served and would rewire the entire kitchen to allow for the use of multiple appliances.
- A new decking area leading into the dining area was built, as the old one was causing a health and safety risk, due to the current area rotting.
- The work was undertaken by a number of our supply chain involved and scheduled around the service the charity provides to the homeless, ensuring everyone continued to receive meals and outreach services provided by the charity.
- The team also took on an advisory role supporting the condemning of boilers and steel staircases from the property.



The new deck in front of Soup kitchen built by SCSjv colleagues

- SCSJV donated desk booths to **Christchurch Primary school** in Redhill Street – October.



- **Community and Environment Fund (CEF) update**
- In total £1.498m has been awarded to 15 local projects benefiting Camden through CEF and BLEF.
- 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 5 October online.
- The meeting was attended by one community representative. However, due to the Government announcement the previous day, the representative recommended the meeting be postponed until it was clear what it meant for SCS JV and MDJV.
- The next meeting is planned for 30 November.
- Below is **the summary of provision of NI programme in London Borough of Camden** to the time this report written. Further update will be provided to the NIWG meeting on 30 November.

| Status | Euston Station, MDJV | Euston Approaches, SCSJV | Adelaide Road, SCSJV | Total, October 2023 |
|---|----------------------|--------------------------|----------------------|---------------------|
| Not in the scope anymore* | 51 | 0 | 0 | 51 |
| Not Eligible (properties don't trigger noise levels based on noise report) | 36 | 50 | n/a | 86 |
| Concluded (Properties have been contacted on all forms and received no response - no works take place) | 11 | 225 | 1 | 237 |
| Declined (by residents, no works to take place) | 24 | 171 | 5 | 200 |
| Completed (Glazing and/or Sonair installed) | 45 | 496 | 4 | 545 |
| In Progress | 58 | 274 | 23 | 355 |
| Paused 2YR | 1 | 0 | 0 | 1 |
| Total (Properties within scope) | 175 | 1216 | 33 | 1424 |

* The properties aren't currently within the scope as the works affecting them have been put on hold due to the pause. Further assessment will take place to determine if future works will affect these properties.

- The figures above include **work progress/installations for Ampthil Estate delivered by SCSJV.**

| SCS Current Status | Solar Film | Secondary Glazing | Blinds |
|---------------------------------|-------------------|--------------------------|---------------|
| Concluded | 52 | 4 | 3 |
| Declined | 64 | 85 | 101 |
| Completed | 63 | 58 | 48 |
| Contacts to be Completed | 49 | 49 | 49 |
| In Progress | 12 | 44 | 39 |
| Total | 240 | 240 | 240 |

● **TRAFFIC WORKING GROUP (TWG)**

- Meetings held on 25 September and 27 November online. Meeting recurrence agreed bi-monthly and will be held online only going forward. The Traffic Liaison Group (TLG) slides were also shared with the group by exception, no response or concerns were raised.
 - Update and coordination from MDJV, SCS and UK Power Networks of ongoing and upcoming works.
 - The schedule of the relocation of bus stop J on Hampstead Road further south.
 - Queries raised regarding the community group included diversion signs in the Regents' Park Estate causing confusion, the ANPR camera locations – the updated slides provided; Thames Water works on St Edmunds Terrace and emergency access to the sewer via Grafton Crescent.

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

- The group met online on Tuesday 31 October.
- Key points at the meetings:
 - Update on the latest air quality data have been provided. 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)
 - It was noted that air quality monitoring was planned to be continued despite the Prime Minister's recent announcements to ensure that the baseline readings were continued. The HS2 Air Quality team agreed to look into if the readings have been adjusted to take account of the installation of cycle lanes on Euston Road.
 - The group also heard that members had attended the engagement session about the meanwhile use space on the Euston Square Gardens West. Feedback on the proposals had been that the space should be designed as a heritage square maximising open space and planting in the ground rather than planters. Walkway widths should be minimised to what is necessary for circulation to maximise green space. It was

reiterated that the stumps of trees removed earlier in the year should be incorporated into the design.

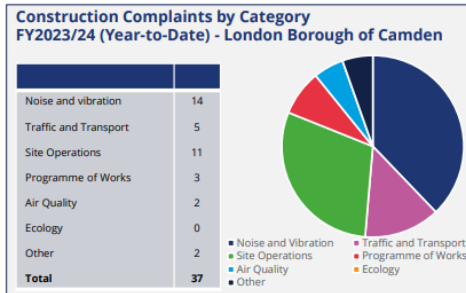
Complaints and Enquiries

- In total 5 complaints and 138 enquiries were received by the HS2 Helpdesk in September and October 2023. November data will be covered in the next report.

September 2023

| Helpdesk Enquiries - London Borough of Camden | | |
|---|-----------------------------|--------------------------|
| Numbers | September 2023 | FY2023/24 (Year-to-Date) |
| Total cases | 83 | 585 |
| Type of case | Total number September 2023 | FY2023/24 (Year-to-Date) |
| Construction | 56 | 393 |
| Land & Property | 10 | 111 |
| Community Engagement | 11 | 40 |
| Other | 6 | 41 |

| Complaints - London Borough of Camden | | | | |
|---------------------------------------|-----------------------------|----------------------------|------------------------|------------------------|
| | Total number September 2023 | Total number FY2023/24 YTD | Total number FY2022/23 | Total number FY2021/22 |
| Complaints TOTAL | 2 | 39 | 125 | 164 |
| Service | 0 | 2 | 10 | 7 |
| Construction | 2 | 37 | 115 | 157 |



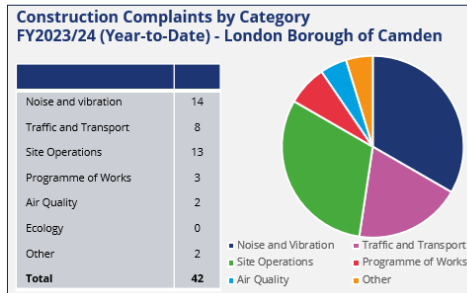
100% of complaints answered in 20 working days (FY2023/24)

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

October 2023

| Helpdesk Enquiries - London Borough of Camden | | |
|---|---------------------------|--------------------------|
| Numbers | October 2023 | FY2023/24 (Year-to-Date) |
| Total cases | 55 | 641 |
| Type of case | Total number October 2023 | FY2023/24 (Year-to-Date) |
| Construction | 37 | 431 |
| Land & Property | 9 | 120 |
| Community Engagement | 5 | 45 |
| Other | 4 | 45 |

| Complaints - London Borough of Camden | | | | |
|---------------------------------------|---------------------------|----------------------------|------------------------|------------------------|
| | Total number October 2023 | Total number FY2023/24 YTD | Total number FY2022/23 | Total number FY2021/22 |
| Complaints TOTAL | 5 | 45 | 125 | 164 |
| Service | 1 | 3 | 10 | 7 |
| Construction | 4 | 42 | 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)