



Update: Utility Works on Victoria Road, North Acton

February 2024 | www.hs2.org.uk

High Speed Two (HS2) is the new high speed railway for Britain.

We wrote to you in December 2023 about utility works to install a new cable diversion under Victoria Road. These works are now underway and will continue in phases during the first half of 2024. Traffic management will remain in place on Victoria Road during these works.

Changes to traffic management from 4 February 2024

From **4 February to 25 May 2024**, a diversion route will be in place to assist with traffic flow across the wider area. This is following further discussion with Transport for London (TfL).

A map showing the location of temporary traffic lights and the diversion route is included on the following page.

How might this affect you

Conway Grove will remain accessible at all times, however you will need to follow the signed diversion route.

To minimise traffic disruption and to ensure the safety of our public and our operatives, we will be using automated traffic management on Victoria Road that monitors road traffic and adjusts the signal time to ensure traffic flows efficiently.

To find out more about the ongoing utility works and traffic management phases, please view our previous notification at www.hs2.org.uk/in-your-area-map

Speak with our local engagement team

Our local engagement team is happy to arrange a time to speak with you over the phone if you have any questions about the works.

If you have a question about HS2 or our works, please contact our HS2 Helpdesk team on 08081 434 434 or email hs2enquiries@hs2.org.uk

Duration of works

Ongoing utility works until June 2024

Traffic management will be in place on Victoria Road in phases until 5 June 2024

From 4 February to 25 May, a vehicle diversion route will be in place

What to expect

Temporary traffic lights will be in place on Victoria Road

The traffic diversion route will be clearly signed

Access to Conway Grove will remain possible at all times – residents will need to follow the diversion route

What we will do

Continue to monitor our working methods and traffic flows to reduce disruption

Provide updates at HS2 works in Old Oak Common and North Acton

Update: Utility Works on Victoria Road, North Acton

Notification



www.hs2.org.uk

Location of temporary traffic lights and diversion



Contact our HS2 Helpdesk team on **08081 434 434**

What else is happening in your area?

www.hs2.org.uk

Contact our HS2 Helpdesk team

Our team is here to listen and respond to your enquiry, complaint or feedback to help us be a good neighbour.

You can contact our Helpdesk team all day, every day of the year on:

Freephone: **08081 434 434**

Minicom: **08081 456 472**

Email: hs2enquiries@hs2.org.uk

Keep up-to-date with your local community website

To find out more about what's happening in your area and receive regular email updates, you can sign up to our local community websites at: www.hs2inyourarea.co.uk.

About our Community and Business Funds

We are offering two funds that are available to local communities and businesses between the West Midlands and London, to help with the disruption caused by our construction work. These are the Community and Environment Fund (CEF) and the Business and Local Economy Fund (BLEF).

The CEF is designed to give communities the opportunity to share in the benefits of HS2. It is an allocated fund that communities are able to apply for, to help to support local projects that aim to improve their local area.

The BLEF is designed to support local economies that may be disrupted by the construction of HS2. BLEF grants are for local business support organisations and local authorities to help maintain business activity in local communities.

For more information about each of these funds, including how to apply, please visit: <https://www.groundwork.org.uk/hs2funds>



Keeping you informed

We are committed to keeping you informed about work on HS2. This includes ensuring you know what to expect and when to expect it, as well as how we can help you.

The Residents' Commissioner

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

The commissioner's reports and our responses can be found at www.gov.uk/government/collections/hs2-ltd-residents-commissioner

The Residents' Commissioner makes sure we fulfil the commitments in the HS2 Community Engagement Strategy (<https://bit.ly/3oOA25j>).

The Residents' Commissioner can be contacted on: residentscommissioner@hs2.org.uk

Construction Commissioner

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

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

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

The Construction Commissioner can be contacted on: complaints@hs2-cc.org.uk

Property and compensation

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

www.gov.uk/government/collections/hs2-property

Find out if you can claim compensation at:

www.gov.uk/claim-compensation-if-affected-by-hs2

Holding us to account

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

www.hs2.org.uk/in-your-area/contact-us/how-to-complain/

Reference number: HS2-EW-SCS-Ph1-Ar-So-S2-UT-1-31/01/24

High Speed Two (HS2) Limited, registered in England and Wales.

Registered office: Two Snowhill, Snow Hill Queensway, Birmingham B4 6GA.

Company registration number: 06791686. VAT registration number: 888 8512 56

Contact us

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



Freephone **08081 434 434**



Minicom **08081 456 472**



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

Write to:

FREEPOST

HS2 Community Engagement

Website **www.hs2.org.uk**

To keep up to date with what is happening in your local area, visit:

www.HS2inyourarea.co.uk

Please contact us if you'd like a free copy of this document in large print, Braille, audio or 'easy read' format. You can also contact us for help and information in a different language.

HS2 Ltd is committed to protecting personal information. If you wish to know more about how we use your personal information please see our Privacy Notice:

<https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>