

Tunnel Segment deliveries by road

February 2024 | www.hs2.org.uk

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

Our Community Engagement team is available to answer your questions about the project and the works in Hillingdon and Northolt. Our team would like to invite you to:

- ❖ **Visit the HS2 & SCSJV Information Hub**
Our Community Information Hub is open for drop-ins every Monday and Wednesday from 2pm to 4pm. You can find us in the portacabin on the right of West Ruislip Portal entrance on Ickenham Road.
- ❖ **You can book a virtual one to one appointment**
at Communities@scsrailways.co.uk.

You can sign up for regular updates in your local area at hs2inhillington.co.uk

What we are doing

We are writing to inform you about changes to the delivery of tunnel segments for the HS2 tunnelling works in Hillingdon. We will need to deliver some segments to West Ruislip by road from Monday 5 February using our approved lorry routes.

The majority of tunnel segments will still be delivered overnight by rail; however, the need for a supplementary delivery method has arisen due to:

- Ongoing rail strikes continuing to disrupt overnight segment deliveries needed to support tunnelling activities.
- Network Rail capacity constraints limiting night-time tunnel segment deliveries to a maximum of five deliveries per week; and
- The Tunnel Boring Machine tunnelling rates increasing from 15 to 22 metres a day which requires an increased daily supply of segments.

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

Notification



Duration of works

One month trial delivering tunnel segments by road to the West Ruislip HS2 compound starting Monday 05 February 2024.

What to expect

Lorries travelling on pre-approved routes through Hillingdon transporting tunnel segments to the HS2 compound.

What we will do

Monitor our delivery methods and plan deliveries to minimise disruption to residents.

Provide updates at HS2inHillingdon.co.uk

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www.hs2.org.uk

How these works might affect you

There will be no greater than 24 HGV movements per day for segment deliveries which will be included in the existing limit of 550 lorry movements per day.

Tunnel segment deliveries will take place during core working hours (Monday-Friday 8am-6pm, Saturday 8am -1pm), however, the trial is to include six lorry movements per day outside of core hours (Monday-Friday 6pm-10pm, Saturdays 1pm-10pm).

We would like to apologise for any disruption or inconvenience these deliveries may cause. Every effort is being taken to ensure that these deliveries are conducted in the least impactful way. We will ensure that disruption is kept to a minimum.

Approved HGV routes in Hillingdon



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

What else is happening in your area?

www.hs2.org.uk

Contact our new HS2 Helpdesk team

Our new Helpdesk team is based in our Head Office in Birmingham. This is so that we can provide you with the best service possible. 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.

Residents' Charter and Commissioner

The Residents' Charter is our promise to communicate as clearly as we possibly can with people who live along or near the HS2 route.
www.gov.uk/government/publications/hs2-residents-charter

We also have an independent Residents' Commissioner whose job is to make sure we keep to the promises we make in the Charter and to keep it under constant review. Find reports at:
www.gov.uk/government/collections/hs2-ltd-residents-commissioner

You can contact the Commissioner at:
residentscommissioner@hs2.org.uk

Construction Commissioner

The Construction Commissioner's role is to mediate and monitor the way in which HS2 Ltd manages and responds to construction complaints. You can contact the Construction Commissioner by emailing:
complaints@hs2-cc.org.uk

Property and compensation

You can find out all about HS2 and properties along the line of route by visiting:
www.gov.uk/government/collections/hs2-property
Find out if you're eligible for 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 our HS2 Helpdesk team. For more details on our complaints process, please visit our website:
www.hs2.org.uk/how-to-complain

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

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

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