

# Community Engagement Flash Report

## Euston Community Representatives Group (ECRG)

Issue no. 24

February 2024

Community engagement at a glance (December 2023 – February 2024)

Since we last met...

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

We have had **1,538** visitors to the HS2 in Camden website with **1,389** 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 6 February 2024, 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 to ask questions.
  - The presentation covered current construction works; the upcoming pause to works and what to expect during the pause period; indicative programme overview for the ARVS headhouse and ventilation shaft construction; indicative programme overview for the twin-bore Euston Tunnel and an update on the headhouse design..
  - There were 25 attendees.
- **Monthly virtual 1:1** drop-in sessions for future tunnelling works (twin-bore Euston Tunnel & twin-bore Northolt Tunnel East) were scheduled 16 January and 20 February 2024. There were 8 registrations for January, with 4 attendees – the topic of interest was the Euston twin-bore tunnel. There were 2 registrations for February, with 1 attendee interested in Old Oak Common tunnels; the other appointment had to be rescheduled.
- **Monthly virtual 1:1** drop-in sessions for Adelaide Road Vent Shaft (ARVS) site were scheduled 17 January and 21 February 2024. There was 1 registration for February, but they did not attend.

- **EUSTON APPROACHES AND CAMDEN CUTTING**

- **Regular engagement events** have been held in the Euston Approaches to update on current and future works:
  - Eleven 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.
  - Door knocks (20 December 2023), pop-ups (2 January), and walkabouts with the residents' representatives on 17 January regarding utility works in the Regents Park Estate and a road closure at the corner of Varndell and Stanhope streets, which started from 2 January. Local schools including Netley Primary, Christchurch Primary and Regents Park Children's Centre were also notified on 15 December ahead of works.
  - Pop-up event on Harrington Street on 7 December regarding ongoing works in front of Cartmel and Coniston.
  - Ongoing engagement and emails exchange regarding noise insulation including 111 letters issued to the residents, 48 emails exchanged and 2 door knocks.
  - 39 noise insulation letters have been issued to the residents; 28 emails sent regarding asset protection, community investment and general engagement.
  - Bi-monthly meeting with North Bridge House Prep School on 1 February
  - Introductory meetings had been held with charity organisations including Little Village (19 February) Hopscotch (19 February), Camden Giving (20 February), Old Diorama Arts Centre (27 February) regarding community investment opportunities as well as ongoing check ins and opportunities with Surma Community Centre (27 Feb) and Regents Park Children's Centre (27 January and 1 February).
  - Metropolitan Police spot check on Stanhope Street on 7 February.
- **Raising safety awareness around Heavy Goods Vehicles (HGVs)**
  - Exchanging Places event was organised by the SCSjv Logistics Team on 6 December to raise awareness among cyclists, pedestrians, and other vulnerable road users when moving near HGVs.
  - The event attendees were able to sit in an HGV, understand the driver's perspective and learn about the blind spots that exist around such vehicles.
  - The Metropolitan Police, haulier sub-contractor and local cycling group representative also joined the event. The team demonstrated the safety features of the new High Direct Vision (HDV) vehicles that we now use on the project.



- **Euston Portal Headhouse design engagement events**

- The Euston Portal Headhouse will be located along Park Village East, south of Mornington Street bridge in Camden. The headhouse will provide access from the street level down to the tunnels / concrete box for maintenance and emergency access or escape.
- The community engagement events had been held to seek public opinion on the design elements of the headhouse including the preferred option for the materials for the building, the access gate, and any other suggestions on how the proposed design of the headhouse be improved.
- The events took place on 27 February (28 people attended two in-person drop-in sessions at the Surma Community Centre, 1 Robert Street), and 8 people joined the online events on 28 and 29 February.
- Members of public can find out more information on our proposals and how you can get involved on our [Euston Portal Headhouse website page](#) including copies of the Euston Portal Headhouse design engagement slides and survey feedback questions
- The survey will be available to complete until midnight on 17 March 2024.
- The public feedback will be considered in the next stage of review for the design, which will take place in Spring 2024. Following this, we will hold further engagement events to show how the design has been developed based on the feedback received.



*Photos from the Euston Portal Headhouse design public event at the Surma Centre, 27 February*

- **Advance notification letters** were issued relating to works in Euston Approaches including utility works on Stanhope and Varndell streets junction, ongoing works to extend Granby Terrace bridge, piling works in front of Coniston and Cartmel, updates on weekend and extended hours and lookahead of works to take place in first half of 2024. 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 announcements on HS2 in October 2023, the 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 the Traction Substation (TSS), essential utilities diversion work around the station, creating a new utilities corridor to enable the future construction of a new station, and completion of the Interim Taxi Rank (ITR).

The Engagement team continues with regular forums and meetings with local stakeholders.

- **Engagement Events**

- In December 2023 a winter newsletter was distributed to 8,000 properties in the local area and issued to local stakeholders - [HS2 Euston Newsletter](#)
- **Virtual 1:1** drop-in sessions began in January 2024 to enable residents to find out more about work in the local area. Eight people attended to the sessions held on 18 January and 15 February. Residents can book a 20-minute slot on 14 March, 18 April, 16 May, 20 June, 18 July, follow the link to register: [HS2 & MDJV: Euston station virtual drop ins - HS2](#)
- **Stephenson Way group** – monthly forum took place on 25 January 2024 with a written report provided for February 2024
- **Drummond Street Traders** – meeting took place on Thursday 22 February 2024
- **In-person visit** to businesses on Cumberland Market and Robert Street ahead of commissioning of the new 1000mm water main – February 2024
- **In-person visit** to businesses on Drummond Street – February 2024
- **In person drop-in session** held on 13 February 2024 at the Drummond Villa on Drummond Street regarding the new access gate on Cobourg Street. Five residents attended including one from Cumberland Market who were interested in upcoming utility works in that area.



*Drop-in session at the Drummond Villa*

- Ongoing engagement with The Wesley Hotel, Royal College of General Practitioners (RCGP), University College London (UCL), Exmouth Arms and The Margarete Centre 108 Hampstead Road.
- **Advance notification letters**
  - [Watermain commissioning works on Cumberland Market and Robert Street](#)
  - UK Power Network works on Melton Street, Hampstead Road, Eversholt Street, Gower Place, Gower Street. For details please refer to page 3 in the link to [HS2 Euston Newsletter](#)

- **Euston's new taxi rank**

- Euston station's new taxi rank will open on 7 April 2024, located in the former Euston Square Gardens East directly in front of Euston Station. The new rank has been created to enable the construction of a future HS2 terminus at Euston.

- Taxis (Hackney carriage) will pick up and drop off outside the front of the Bus Station adjacent to Eversholt Street and Euston Road. The new location maintains direct access to and from Euston Station and new signage will be in place to help guide passengers to the new location. For those who require mobility assistance, the Assisted Travel Lounge will remain in its current location in Euston Square Gardens West and the current service remains unchanged. Staff will be on hand in both locations to provide directions and assistance.



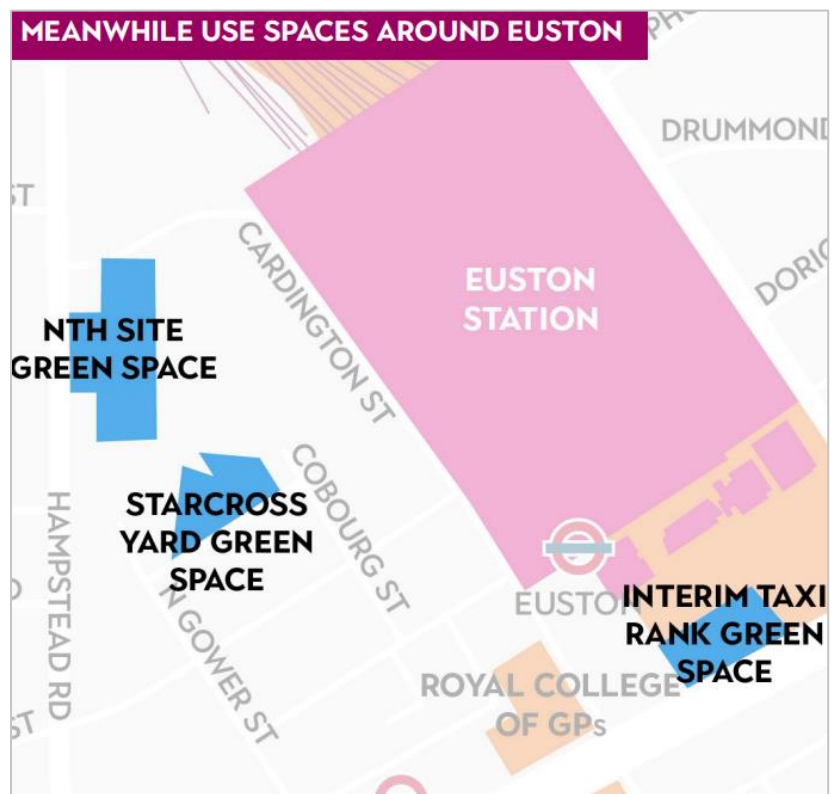
*Image showing taxi safety audit in interim taxi rank, Dec 2023*

- Private hire vehicles, such as Uber, can continue to pick up only at this location.
- The Southern end of Euston Square Gardens West will become a temporary green open space, whilst maintaining a walking route through to Euston Station.

- **Euston Meanwhile Use**

**Fund** 'Meanwhile use' is the short-term use of temporarily empty buildings or space for the benefit of the community.

- The available meanwhile use spaces around Euston Station:
  - the green space at the old National Temperance Hospital site,
  - green space at Starcross Yard,
  - forthcoming green space at the interim taxi rank at Euston Station.



- The Euston Meanwhile Use (EMU) Fund launched in September 2023 will provide grants of up to £10,000 for community-led projects.
- We are seeking applications for any projects that will benefit the local community, whether by utilising any of the 'meanwhile' spaces or by supporting communities that have been impacted by the construction slow-down at Euston.
- The funding is in addition to and distinct from the HS2 Community and Environment Fund and the Business and Local Economy Fund (CEF/BLEF), which remain open to eligible organisations across the HS2 route adjacent to Eversholt Street and Euston Road. The new location maintains direct access to and from Euston Station.
- Applications for EMU Funding are open now until 31 March 2024. Projects that are approved can carry on until 31 March 2025.
- For further information please follow the link to the [Temporary uses at Euston - HS2](#) and [Euston meanwhile use fund leaflet](#).
- To date 26 organisations have expressed interest. Two projects recently approved with further applications to be reviewed, see details below.

#### ○ **National Temperance Hospital (NTH) Garden Phase Two**

- Engagement on the expansion of the NTH garden on Hampstead Road is anticipated to begin in March 2024.
- This will build on previous engagement which suggested that the space could be used as a play space for the local community.
- Opportunity for local young people to co-design elements of the space.





- **Old Maria Fidelis school – Annex building and community growing beds**



- Community project selected for annex – will operate a flexible space for hands-on community and artistic making.
- Activities anticipated to start in March 2024.
- Local charity agreed to operate growing beds, including a well-being project
- Installation of beds in time for spring 2024.

- **Pay It Forward initiative at the Euston Station piazza**

- In January 2024, MDjv construction partner launched **Pay It Forward** mobile stand to keep homeless people and local community around Euston warm. The stand is situated on the Station Piazza Monday – Friday, 8am–5pm.





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

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

- Work to finish a temporary façade on exposed areas is projected to be completed by the end of March 2024.



- **Works at Clarkson Row:**

- Work to create a vehicle access point has now fully started at Clarkson Row. The main body of work is taking place Monday – Friday 0800-1800 and is projected to be complete by June-July 2024 after an issue with a vehicle supplier delayed the project.



- **Mornington Terrace Access Point:**

- The response from the Route Director for West Coast South have been sent to the complainant.



## 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 create **email newsletters** that are tailored to your interests and that you find informative.

Please take a few minutes to complete our short feedback survey. We will use the answers you provide to help us plan our future email newsletters.

[HS2 newsletters 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](https://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/](https://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](https://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](https://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](https://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](https://hs2.org.uk/supply-chain)



Helpdesk: 08081 434 434      Email: [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk)      Website: [hs2.org.uk](https://hs2.org.uk)



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

- **Bake sales raise more than £800 for New Horizons charity, November 2023**

- In November 2023 SCSjv construction partner run the charity bake sale event across the project to support New Horizons charity, which works with young people experiencing homelessness, improving their wellbeing, and helping them to find work and somewhere to call home.



- The event raised more than £800 which were donated to New Horizons Youth Centre.

- **Christmas celebration at the Third Age Project, December 2023**

- SCSjv in Euston Approaches have been supporting the Third Age Project (TAP) for the last 3 years in various capacities, from cleaning and repairs to the building, to installing cupboards, to inviting members to a jubilee afternoon tea celebration.
- On 20 December 2023, the team organised a Christmas lunch and a bingo session, the members were entertained by a Santa Clause for additional Christmas spirited fun. The lunch was delivered from onsite caterers - Bon Appetite, and bingo prizes were donated by the supply chain and members of staff.



*Christmas celebration at the Third Age Project, December 2023*

- **Supporting London's homeless charities**

- This winter SCSJV continues supporting homeless people in Camden.

- The Manna Society and the Soup Kitchen were identified as donation recipients following conversations with counterparts at TfL and Hattons Traffic Management, who donated their time and resource delivering the essential items to the charities' logistics centres.

- With the combined effort of SCSJV in Euston Approaches and their suppliers and subcontractors, they donated items number over 1000, which will allow these charities to continue to provide their services to those in need this winter.

- These included warm clothing, hygiene and toiletry products, warm blankets and sleeping bags to people in need around Euston Station. The Bon Appetite caterer donated hundreds of prepared meals to homeless shelters to freeze and use as needed.



- On 15 December the team joined the Soup Kitchen volunteers delivering warm festive meals, sandwiches and drinks, and having a friendly chat with the homeless community.



- The members of staff Holly and Jane made a pile of 50 sandwiches the previous evening and bought fruit to give out. They also presented staff at the charity with a supermarket voucher for £200 from the donations of their team.



- **Wood donation to Camden Town Shed charity, February 2024**

- SCSJv community engagement team continues supporting Camden Town Shed charity, which aims to reduce social isolation amongst older people by running a wood/craft workshop and supervised vulnerable adults' classes.
- In February a pallet load of timber sleepers and plywood have been delivered to the charity. The process of upcycling these materials prevents waste on site, whilst supporting the organisation and community members involved to continue learning new skills within a creative space.
- The wood materials were well received by Camden Town Shed as they rely on voluntary contributions and a small amount in earnings from their craftwork to be able to continue the good work they are doing.



- **Donation of kitchen appliances to the Surma Community Centre, December 2023**

- The SCSJV team recognise that the Surma Centre in the Regents Park Estate is a vital hub for the Bangladeshi community in Camden and have been supporting the centre in recent years in several ways since commencing construction.
- On Tuesday 12 December 2023 they donated and delivered a microwave and fridge to the Centre which will enable them to safely store and prepare food, which will enable the community to make larger strides in preparing and selling food to the public to generate funds for their mission.
- Plans are in place to meet with the Centre in early 2024 to look at further ways SCS can support their community.

- **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 online meetings took place on 30 November 2023 and 29 February 2024.
- Below is **the latest summary of provision of NI programme in London Borough of Camden** provided to the NIWG meeting on 29 February 2024.

Status	Euston Station, MDJV	Euston Approaches, SCSJV	Adelaide Road, SCSJV	Total, February 2024
<b>Not in the scope anymore*</b>	51	0	0	<b>51</b>
<b>Not Eligible</b> (properties don't trigger noise levels based on noise report)	36	68	n/a	<b>104</b>
<b>Concluded</b> (Properties have been contacted on all forms and received no response - no works take place)	11	316	14	<b>341</b>
<b>Declined</b> (by residents, no works to take place)	26	174	7	<b>207</b>
<b>Completed</b> (Glazing and/or Sonair installed)	51	583	4	<b>638</b>
<b>In Progress</b>	50	108	8	<b>166</b>
<b>Paused 2YR</b>	1	0	0	<b>1</b>
<b>Total</b> (Properties within scope)	<b>175</b>	<b>1249</b>	<b>33</b>	<b>1457</b>

\* 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 Ampthill Estate** being delivered by SCSJV in Euston Approaches

SCS Current Status	Secondary Glazing	Blinds	Solar Film
<b>Not Eligible</b>	18	18	18
<b>Concluded</b>	61	60	137
<b>Declined</b>	45	59	
<b>Completed</b>	89	76	81
<b>In Progress</b>	27	27	4
<b>Total</b>	240	240	240



- **TRAFFIC WORKING GROUP (TWG)**

- Online meetings held on 20 November 2023 and 15 January. Meeting recurrence agreed bi-monthly and will be held online only going forward.
- The Traffic Liaison Group (TLG) slides are shared with the group by exception in advance with further questions or concerns raised during the meetings.
- Key points at the meetings:
  - Update and coordination from MDJV, SCS, UK Power Networks of ongoing and upcoming works.
  - Queries raised by the community group included refuse collection becoming an issue on Eversholt Street, final tunnel alignment and a potential disability access issue around temporary diversion in Euston Square Gardens; clarification have been provided regarding TW works on Grafton Crescent; confirmation have been given that public access in Cardington Street is closed.

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

- The group met online on 20 February.
- 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)
  - The group discussed the current scope of works being undertaken in Euston, in particular the definition of “no regrets” works. No regrets works are works common to all currently considered schemes for the HS2 station and associated works, e.g. we have to divert the water main / sewer in the north whichever is built. It heard that the works continuing since the pause was announced in March 2023 are ones which will be needed regardless of the final station design.
  - The group was also updated on meanwhile uses. It noted that the design for Euston Square Gardens west has been updated to provide more open space and to make use of existing hardstanding.

- **EUSTON PORTAL HEADHOUSE KEY DESIGN ENGAGEMENT**

- As a part of the Euston Portal Headhouse design engagement process a meeting had been held with the residents of Silsoe House on 12 February.
- Euston Portal Headhouse will be located opposite Silsoe House, and it was very important to share the design and seek their view ahead of public engagement events held from 27 to 29 February (please refer to page 3 for details),.
- For details of Euston Portal Headhouse please following [this link](#).

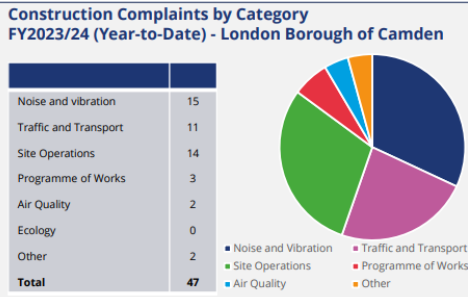
# Complaints and Enquiries

- In total 10 complaints and 228 enquiries were received by the HS2 Helpdesk between November 2023 and January 2024. February data will be covered in the next report.

## November 2023

Helpdesk Enquiries - London Borough of Camden		
Numbers	November 2023	FY2023/24 (Year-to-Date)
Total cases	92	735
Type of case	Total number November 2023	FY2023/24 (Year-to-Date)
Construction	77	511
Land & Property	9	129
Community Engagement	2	47
Other	4	48

Complaints - London Borough of Camden				
	Total number November 2023	Total number FY2023/24 YTD	Total number FY2022/23	Total number FY2021/22
Complaints TOTAL	5	50	125	164
Service	0	3	10	7
Construction	5	47	115	157



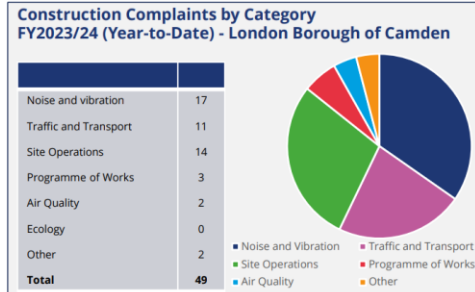
100% of complaints answered in 20 working days (FY2023/24)

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

## December 2023

Helpdesk Enquiries - London Borough of Camden		
Numbers	December 2023	FY2023/24 (Year-to-Date)
Total cases	61	797
Type of case	Total number December 2023	FY2023/24 (Year-to-Date)
Construction	46	558
Land & Property	7	136
Community Engagement	2	49
Other	6	54

Complaints - London Borough of Camden				
	Total number December 2023	Total number FY2023/24 YTD	Total number FY2022/23	Total number FY2021/22
Complaints TOTAL	3	53	125	164
Service	1	4	10	7
Construction	2	49	115	157



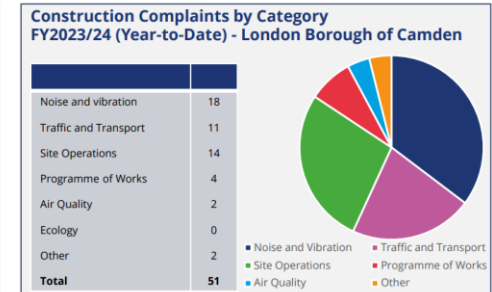
100% of complaints answered in 20 working days (FY2023/24)

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

## January 2024

Helpdesk Enquiries - London Borough of Camden		
Numbers	January 2024	FY2023/24 (Year-to-Date)
Total cases	75	872
Type of case	Total number January 2024	FY2023/24 (Year-to-Date)
Construction	59	618
Land & Property	11	147
Community Engagement	2	51
Other	3	56

Complaints - London Borough of Camden				
	Total number January 2024	Total number FY2023/24 YTD	Total number FY2022/23	Total number FY2021/22
Complaints TOTAL	2	55	125	164
Service	0	4	10	7
Construction	2	51	115	157



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

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