

Community Engagement Flash Report

Euston Community Representatives Group (ECRG)

Issue no. 26

September 2024

Community engagement at a glance (June – August 2024)

Since we last met...

We have engaged with approx. **300** people at engagement meetings.

We have had **1,441** visitors to the HS2 in Camden website with **1,479** subscribers to news updates.

From the start of the project, a total of **£1.7m** have been awarded to **28** local projects in Camden through CEF and BLEF.

Engagement Events

- **ADELAIDE ROAD**

- **Pause to works at Adelaide Road site**

- In line with the direction from the government announcement in March 2023, the work at the Adelaide Road Ventilation Shaft and Headhouse site was brought to a safe stop **from 8 May 2024**. We expect work at the site will be paused **until spring 2025**.
- **What to expect during the pause?** The hoarding and welfare cabins will remain in place, the lighting is reduced, and there will be 24/7 security presence. Some non-intrusive works, such as monitoring and design, will continue. The local community engagement team and the HS2 Helpdesk will still be available to answer questions.



- **Kilburn High Road gas upgrade works**

- SCSjv are carrying out utility works on Kilburn High Road to protect and upgrade the main gas pipe, from May to late October 2024. The works are located at the boundary of three local authorities: London Borough of Camden, London Borough of Brent and City of Westminster.
- The SCS Engagement team contacted businesses in months prior to works starting, through local area door knocks, and stayed in touch through the duration of works.
- The team engaged with Tesco Express to agree the solution for deliveries overnight, as well as shared the single point of contact from site team, so Tesco representatives could make call for assistance at short notice in case of ad-hoc deliveries.
- **Feedback from the stakeholder:** Tesco management have thanked the site team for assisting with deliveries outside of working hours and for swiftly accommodating fresh milk/bread deliveries from third party suppliers.



Traffic management signs on Kilburn High Road

- **EUSTON APPROACHES AND CAMDEN CUTTING**

- **Regular engagement events** have been held in the Euston Approaches to update on current and future works:
 - Door knocks to Parkway businesses regarding access during Parkway utility works - 1 August; drop-in to Tower Ceramics regarding the trial pit works - 21 August;
 - Drop-in meeting with Ampthill Estate residents regarding utility works to take place from mid-September - 12 June;
 - Regular meetings with stakeholders regarding the asset protection works and extension of lorry lay-by: Park Village East Studio on 10 June, 1 and 19 August; Eight meetings through June to August with Park Village East, Mornington Terrace and Parkway residents and RPCAAC – Regent’s Park Conservation Area Advisory Committee.
 - Site visits to the properties regarding asset mitigation works: four visits to Park Village Studios during mitigation works – 9 May to 29 August; five visits to Regent’s Park Barracks regarding monitoring - 13 May to 11 August;
 - 41 noise insulation letters have been issued to the residents; 105 emails sent, and 12 phone calls made regarding asset protection, community investment and general engagement.
 - Community Investment engagement meetings with Regent’s Park Children’s Centre (29 May to 30 Aug); Global Generation (28 May to 10 Jun); London Zoo (9 May) and Camden Giving (14 May).
- **Bengali community engagement event at the Surma Centre, Robert Street – 27 June**
 - The session held in Bengali language, key topics discussed: update on programme of works, community support initiatives, how the HS2 Helpdesk works and how to sign in to HS2 mailing list.
 - 23 Bengali women attended post yoga session taking place beforehand . The event has received positive feedback, the residents seemed eager to attend similar style events like this in the future.



SCSjv engagement team presenting construction update slides in Bengali language

- **EUSTON PORTAL HEADHOUSE 'INFORM' 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.
- Following the 'Involve' engagement events held in February where we shared the proposed design for the Euston Portal Headhouse, we gathered public opinion on the design and incorporated it into a final design.
- In July we held 'Inform' engagement events to share our final design of the Euston Portal Headhouse. We held three events: online events on 10 and 11 July with 16 attendees and two sessions of in-person drop-ins at the Surma Centre on 19 July with 17 attendees.
- The events were received positively by the members of public and resulted in no comments or further feedback on the design.
- For details of Euston Portal Headhouse please following [this link](#).



Euston Portal Headhouse drop-in session at the Surma centre, 19 July 2024

- **Advance notification letters** were issued relating to works in Euston Approaches including utility works on Hampstead Road, ongoing works to extend Granby Terrace bridge, updates about utility works on Stanhope Street, piling works in front of Coniston and Cartmel, updates on weekend and extended hours, posters and letters regarding various activities.

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 review of Euston Station design, we are continuing with critical preparatory work to enable delivery of a future station. This includes essential utilities and construction of a new Traction Substation (TSS) and construction of the ground floor of the former Maria Fidelis school building into a community hub.

- **ENGAGEMENT EVENTS**

- **Virtual 1:1** drop-in session has continued during this period. Five people attended the sessions held on 16 May, 20 June, 18 July and 15 August. Residents can book a 20-minute slot on 19 September, 17 October and 21 November follow the link to register: [HS2 & MDJv: Euston station virtual drop ins - HS2](#)
- **Regents Roots Festival** – On 3 August 2024, MDJv supported HS2's stall at Old Diorama Arts Centre.
- **Drummond Street Traders** – A forum took place in June with written report / updates provided for July and August 2024. The focus during this period has been on utility works, preparation for gas works outside hoarding, on Drummond Street and Maria Fidelis community hub works update. The forum also met on 19 September discussing the impending gas works on the street.
- **In-person visits Drummond Street and Hampstead Road businesses** - MDJv continue to engage with businesses with a focus on traffic management and signage. The engagement team worked with Drummond Street Traders forum to improve signage and wayfinding to Euston Station



Image above showing Drummond Street and Cobourg Street

- **Stephenson Way group** – monthly forums took place on 23 May and 25 July. Written updates were issued in June and August. The focus during this period has been utility works and activities required to bring the Traction Substation (TSS) into use from 2025. The next forum will take place on 26 September.
- **Ongoing monthly engagement** – MDJv is continuing with The Wesley Hotel, Royal College of General Practitioners (RCGP), University College London (UCL), Exmouth Arms, Friends House and The Margarete Centre (108 Hampstead Road).

- **WORKS UPDATE**

- **Station piazza canopy** - In mid-August MDjv completed the new canopy across Euston Station Piazza. The work was undertaken at night to reduce disruption to station users. The new canopy provides a covered route from the main station entrance to Euston Bus station. This will help to improve journeys for passengers during wet weather.

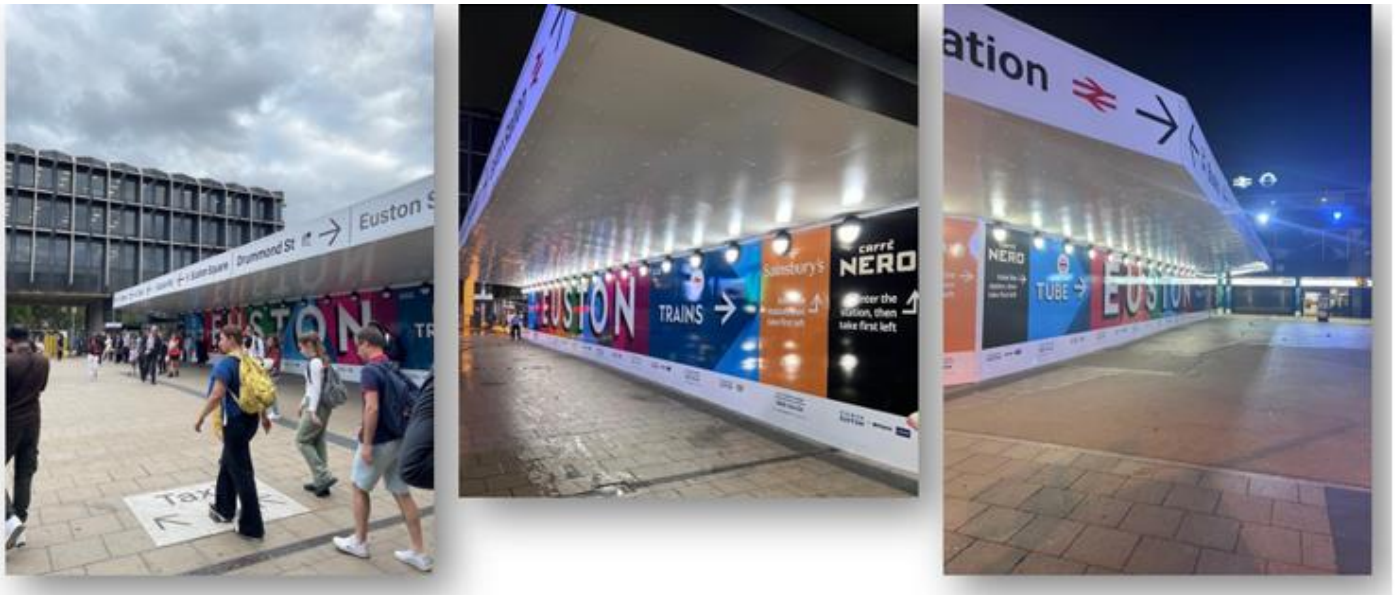


Image above showing completion of Station piazza canopy

- **Traction Substation (TSS)** – MDjv is progressing works to bring TSS into use from Autumn 2024. Mechanical Equipment Plumbing (MEP) installations continues throughout the new structure with priming and painting of the façade which began in August 2024. The painting is a temporary mitigation for bringing the new asset into use. The new asset will become operation from summer 2025. The end state permanent façade will be installed at a later stage.



Image showing priming and painting of TSS façade

- **Utilities**

- Cumberland Market, Robert Street and Hampstead Road watermain connections were completed and the road surfaces reinstated in early August 2024.
- Joint watermain, gas excavation and installation continue on Cobourg Street towards Drummond Street (utilities corridor). Cobourg Street remains closed to vehicle access.
- The footpath on South Cobourg Street (adjacent to Euston Street) will reopen in November 2024, this is due to design approvals to undertake Traction Substation (TSS) coring and cabling works at the location.
- Installation and backfilling of the portable watermain is progressing well adjacent to Starcross Street within MDjv site.
- UK Power Networks cabling works continues Hampstead Road, Varndell Street and William Road.



Image above on the right showing rider water bend installation on Cobourg Street and on the left - 1000mm water main rider installation on Cobourg St, south of Drummond St.

- **Community Hub (Maria Fidelis Old School)**
- Work is progressing to construct part of the ground floor of the former Maria Fidelis school building into a community hub.
 - Once the work is completed in November, it will be handed over and managed by The Euston Partnership (TEP) from early 2025 to deliver community initiatives.



Image above on the left showing ground floor MEP installation progress and on the right TEP sports hall progress

- **Noise Insulation – Filter post** - In August MDJv hand delivered 174 annual filters replacement and letters to residents with previous installation.

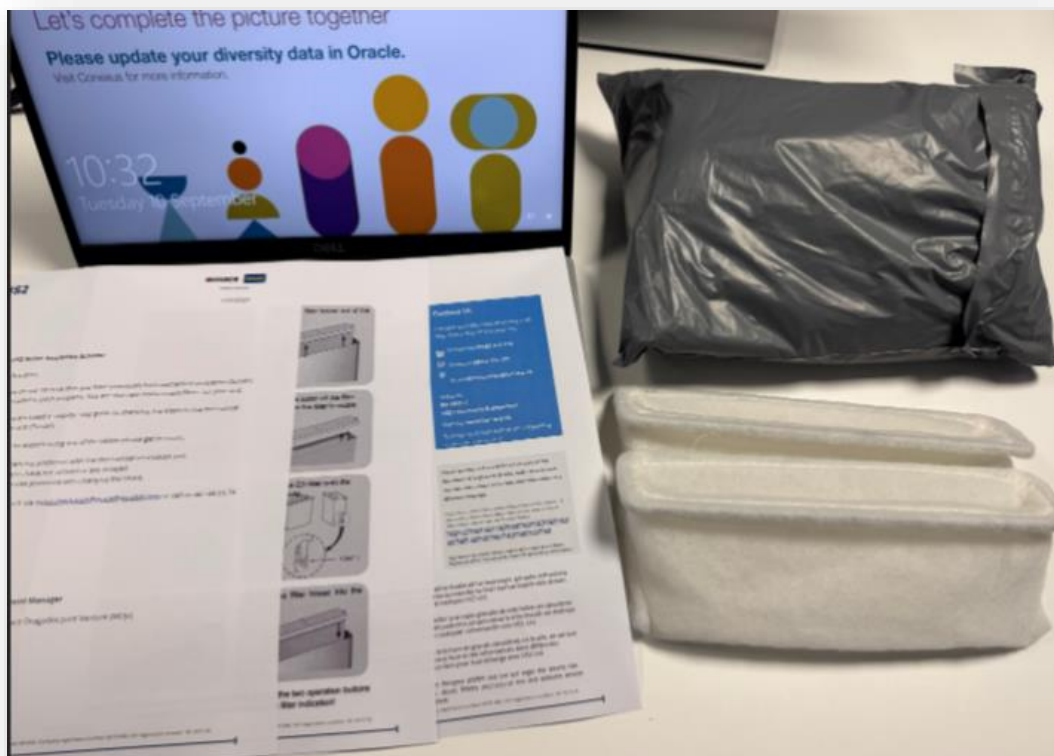
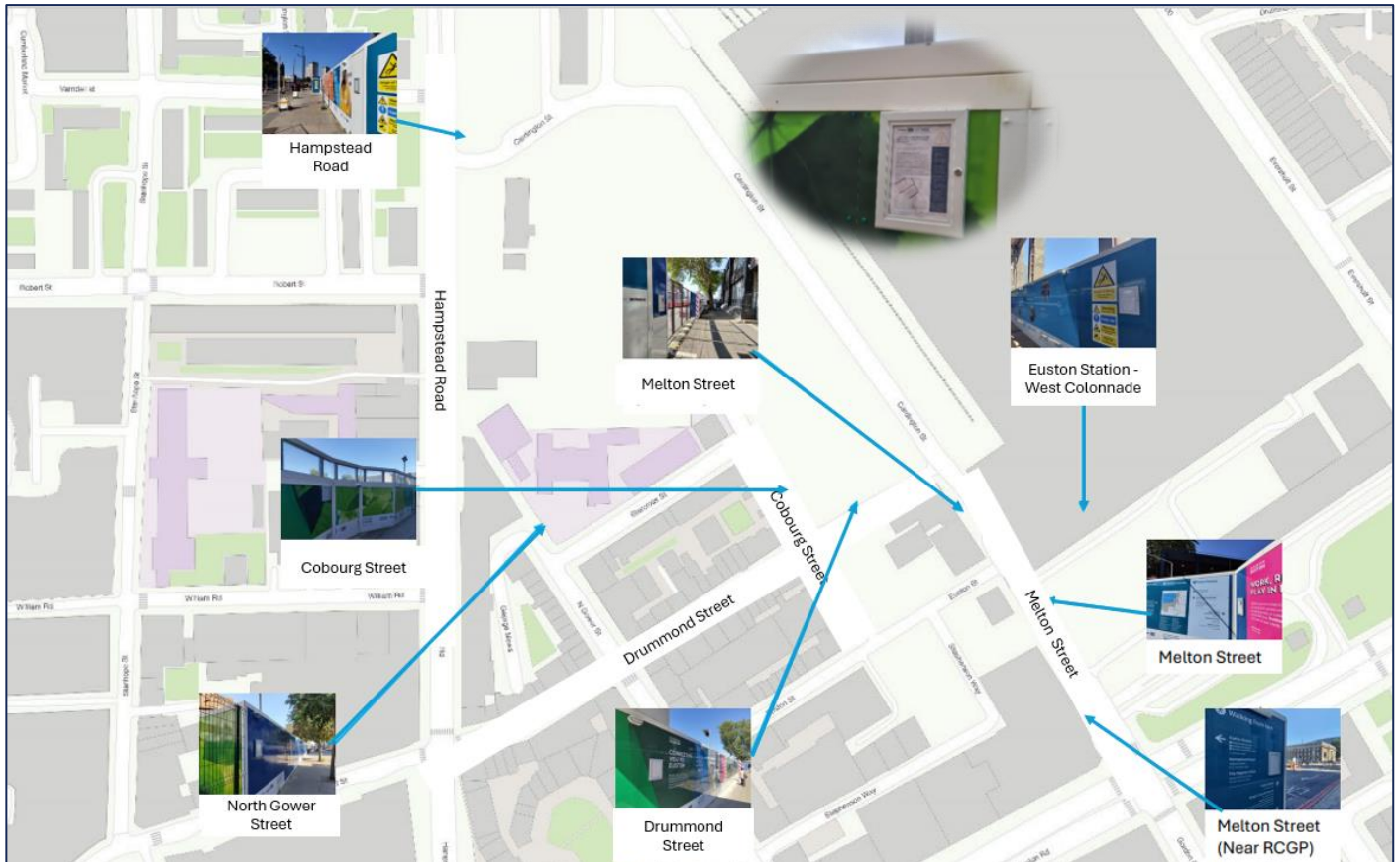


Image above showing team preparation of filter distribution

- **Advance Notification Letters (ANL) on hoardings**
- In August MDjv included ANLs on hoardings at Euston Station - West Colonnade, Drummond Street, Hampstead Road, Cobourg Street and North Gower Street
- Please see the location map below



- **Advance notification letters issued by MDjv during this period.**
- Hampstead Road / George Mews emergency tree pruning – May
- Maria Fidelis Old School scaffold installation – June
- Ongoing Thames Water works on Hampstead Road – August
- Ongoing temporary closure of Robert Street – August
- Update on utility and nighttime works on Cobourg Street - August
- Ongoing closure of Cobourg Street footpath – July
- Melton Street footpath works – September

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

- **Works at Clarkson Row:**



- The main work to build the access point is completed.
- The building of the gate and installation of safety features should be finished by the 10 October.
- Full commissioning of access point and hand back expected to be completed by 31 October.
- Working Hours: Monday – Friday, 08:00-17:00 using hand tools and small power tools with no major noise anticipated.
- Letter issued to impacted residents thanking them for their patience whilst work has been taking place.



Image of the ramp leading to track level from street.

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](#)
- 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](#)
- All ECRG related documents are saved here: [Community engagement in Camden](#)
- [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.
- To receive latest updates about the HS2 project and how it's being planned and constructed and what we're doing to make it less disruptive, sign up to the HS2 mailing list as per below:
 - Project updates: www.hs2.org.uk/mailling-list
 - Local mailing lists (construction works updates): www.hs2.org.uk/local-mailling-list

Coordinated communication of utility works in Euston wide area

- Whilst options for the delivery of Euston are explored following the Government's Network North announcement, HS2 Ltd continues to complete enabling works across the HS2 site to prepare for a future station and HS2 terminus.
- This includes some utility works around Euston Station, and on Hampstead Road and Regents Park Estate delivered by HS2 construction partners – Skanska, Costain, Strabag (SCSJV) and Mace Dragados (MDJV) joint ventures involving where necessary utility companies responsible for power, water, gas and other connection supply.
- All works are co-ordinated between contractors aiming to reduce the impact on residents and maintaining access for the general public at all times. To ensure clear communication of works the Utility works in Euston and Euston Approaches area web page have been created and include the following information:



- Residents can access this page via [HS2inCamden](#) page or following the link to **Utility works in Euston and Euston Approaches area**.
- Weekly update email is sent from HS2 Updates mailbox to the Camden email subscribers. To receive HS2 construction updates please follow this link to **HS2 Email Form**.

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

- **School engagement activities**

- Mace Dragados and SCS Railways joined forces to support the Camden Schools Challenge on 19 June organised by Camden Council at the Euston Skills Centre. Female students from Parliament Hill and La Sainte Union Schools participated in interactive bridge building activities on the day.



Image above showing students during workshop at the Euston Skills Centre

- For International Women in Engineering Day on 23 June, SCS Railways delivered four careers sessions for students at Regent's High and La Sainte Union Schools. Over the summer months, SCS Railways also delivered education sessions for young people at Camden Town Library and Pancras Square Library.

- **Work Placements and industry Insight Day**

- In July 2024, MDjv hosted 15 students on site who wanted insight into the industry. Students were from schools across London and the supply chain.

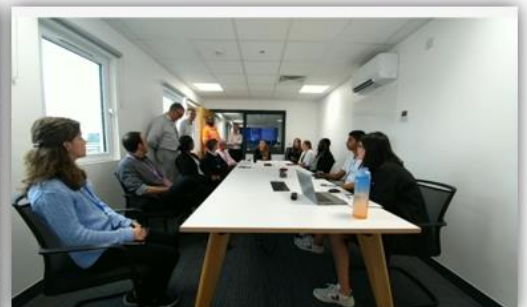


Image above showing students during work placements and insight day

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

- **Community Initiatives**

- **Furniture donations** – from May to August, MDjv donated over 2,000 furniture to organisations, charities, schools and small businesses in the local area. The donations were due to MDjv staff moving from offices at Traction Substation, One Eversholt Street and NTH into the new Maria Fidelis Old school accommodation.



Image above showing examples of desk, dishwasher, coat stand locker room bench all donated locally

- **“Walk your wheels campaign”** – In August 2024 MDjv launched a new campaign on Melton Street and Drummond Street public footpaths to encourage cyclists to dismount.

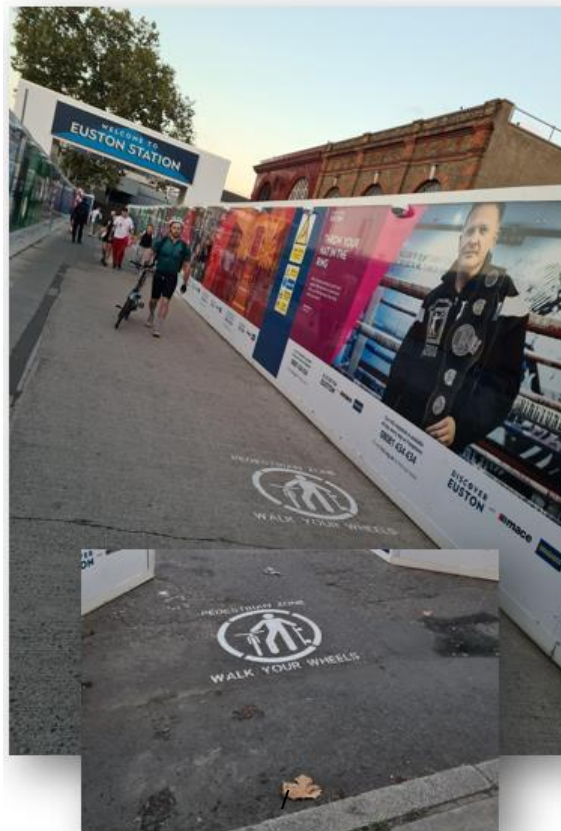


Image above showing walk your wheels campaign at Drummond Street corridor

- **Volunteering days at “Food for All” charity in Euston**
- Food For All is an entirely volunteer-run organisation and therefore depends heavily on the help of lots of volunteers to produce and distribute thousands of meals to the vulnerable every day.
- In July, MDjv and contractor NG Bailey carried out volunteering days assisting the Food for All in Euston with food preparation, packing and labelling individual meal boxes.



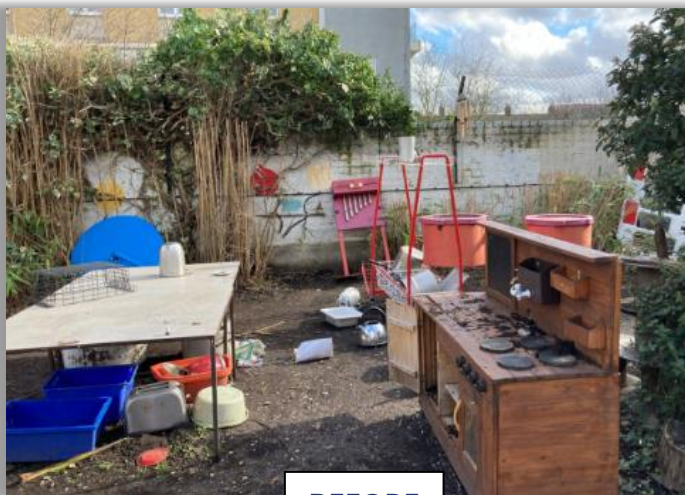
Image above showing “Food for All” volunteering days

- **Home kitchen, Primrose Hill**
- Home Kitchen aims to transform the perception of homelessness and make a positive impact on the UK hospitality sector. Their mission is to help socially vulnerable people get out of poverty and into work. They are opening their first restaurant in Primrose Hill with chef Adam Simmonds.
- SCS JV supported the initiative by aiding in construction/electrical works and providing labour resource through July and August, as part of the preparation for opening the restaurant in September 2024.
- Further information about Home Kitchen can be found here: homekitchenlondon.org



Image of Home Kitchen before and after

- **Regent's Park Children's Centre – improve of the outdoor playground**
- Regent's Park Children's Centre (RPCC) located on Augustus Street are providing a range of services including childcare and education for 2- to 5-year-olds, family support, outreach and home visiting, community-based health services and advice on training, employability and benefits. The residents that use their services are likely some of those most impacted by HS2 works.
- During the summer months SCSjv carried out number of improvements works to redevelop the playground, creating safe and friendly educational area for children.
- The improvement works included painting the fence, building a new roofed pergola, fixing drainage, paving and building a new interactive wall, construction and road safety areas, installing two sandpits and other general maintenance jobs as well as donation of plants, diggers, sand, gravel, traffic lights and other materials and equipment which nicely finished off the final look of the playground design.
- In total around 30 volunteers involved in this activity with 771 hours of time spent on the ground.
- The team received a Thanks You card from the nursery's Headteacher and members of staff who expresses a high gratitude for the improvements being made.



BEFORE



AFTER



Image of Regent's Park Children's Centre's playground before and after

- **Donation of a skip for Global Generation charity**
- Founded in 2004, Global Generation is an educational charity, which works together with local children and young people, businesses, residents and families in Camden, Islington, and Southwark.
- Request for skip on reduced hire rate had been made to assist with the works to create a new Triangle Garden, with the local community in Kings Cross and Camden residents and schools.
- SCS JV subcontractor Powerday expressed a willingness to support the request and donated a 7-yard skip for general hire on 10 June.
- The skip was greatly received by Global Generation and has saved them significant costs. Additionally, a good relationship has been formed between the organisations and SCS.



- **Litter pick at the Regents Park, 24 July**



Members of MDvj/NG Bailey's team walked through the park collecting three bags of litter.

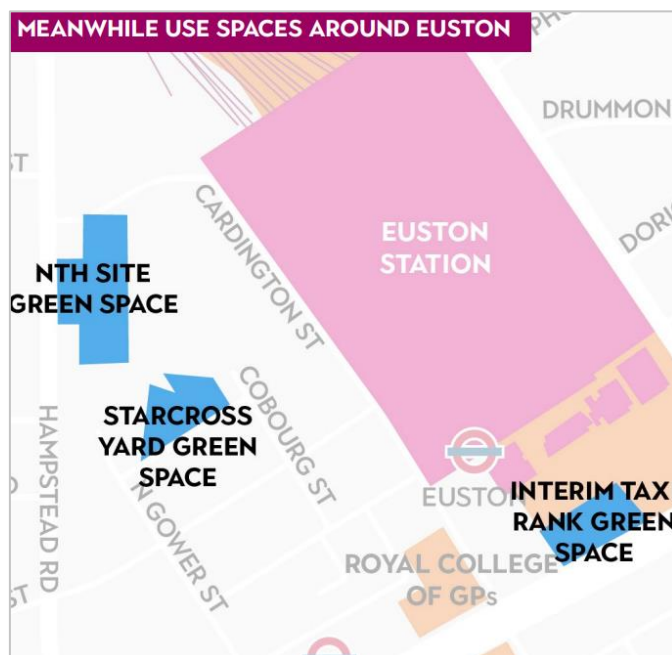
- **Euston Meanwhile Use (EMU) Fund**

- '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.

- For further information please follow the link to the [Temporary uses at Euston - HS2](#)



- The Euston Meanwhile Use (EMU) Fund launched in September 2023 provides grants of up to £10,000 for projects supporting communities impacted by the construction slow-down at Euston.

- To date circa £133K was awarded to twelve different organisations. The funding is provided through HS2 Community & Environment and Business & Local Economy Funding scheme.

- The table below provides details on each of these projects.

| Award Amount | Organisation | Project Name |
|-----------------|----------------------------|---|
| £7,054 | The Third Age | TAP Community Choir |
| £13,188 | Fitzrovia Youth in Action | Cumberland Youth Club |
| £18,790 | Hopscotch Women's Centre | Zig-Zag Wellbeing and Gardening Project |
| £16,000 | Diorama Arts Centre | Community Making in Maria Fidelis Annex |
| £13,541 | Camden People's Theatre | CPT Creative Community Programme |
| £10,845 | Urban Community Projects | Mobile Food Hub |
| £10,000 | Euston Foodbank | Greening Euston Foodbank front quadrangle Phoenix |
| £6,130 | Faiths Forum for London | Cyber Cycle Euston |
| £9,680 | XLP, The eXcel Project' | Euston Community Youth Work & Sports Programme |
| £6,608 | Fitzrovia Community Centre | Art Start |
| £10,997 | C4WS Homeless Project | Guest Welfare Support |
| £10,000 | Camden United CIC | Camden United's U21's |
| £132,833 | | |

- **Euston Square Gardens West**
- Works to construct a temporary community garden in the former taxi rank was completed on 2 September. The Northern end will remain a drop off and pick up for people with reduced mobility and drop off only for private hire vehicles.



Image above showing – completion of West Gardens

- **Former National Temperance Hospital (NTH) Garden expansion on Hampstead Road**
- During August, 18 young people aged between 12 and 21 years old committed five days of their summer school holidays to build the panels for the NTH Gardens expansion play feature which they have been designing on a weekly basis since April 2024. The final structure will be installed late 2024. During the installation the temporary garden will close.



Image above on the left showing artist impression of garden expansion, image on the right showing students panels building

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)**
- No meetings held in summer. NIWG online meeting was scheduled for 25 September 2024. Below is the summary of NI provision dated 25 September 2024.

| Status | Euston Station, MDJV | Euston Approaches, SCSJV (incl. Adelaide) | Adelaide Road, SCSJV | Total, Sep 2024 |
|--|----------------------|---|----------------------|-----------------|
| Not in the scope anymore* | 51 | 0 | 0 | 51 |
| Not Eligible (properties don't trigger noise levels based on noise report) | 37 | 68 | n/a | 105 |
| Concluded/Declined (Properties have been contacted on all forms and received no response - no works take place or declined by residents, no works to take place)) | 38 | 497 | 20 | 535 |
| Completed (Glazing and/or Sonair installed) | 93 | 623 | 7 | 716 |
| In Progress | 5 | 61 | 6 | 66 |
| Paused 2YR | 3 | 0 | 0 | 3 |
| Total (Properties within scope) | 176 | 1249 | 33 | 1425 |

* 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.

Ampthill Towers

| | Secondary Glazing | Blinds | Solar Film |
|---------------------------------|-------------------|------------|------------|
| Not Eligible | 18 | 18 | 18 |
| Concluded & Declined | 104 | 119 | 138 |
| Completed | 113 | 98 | 84 |
| In Progress | 5 | 5 | 0 |
| Total | 240 | 240 | 240 |

- **TRAFFIC WORKING GROUP (TWG)**

- Online meetings held on 1 July and 2 September; five residents attended to both meetings. 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 questions about engagement with ASTRA ahead of utility works in Ampthill Estate, emergency gas leak on Hampstead Road, trial holes on Hampstead Road.

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

- The group met in-person on 19 September.
- 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 \(www.gov.uk\)](#)
 - It also considered the latest Annual Air Quality report [HS2 Air Quality Annual Report 2023 - GOV.UK \(www.gov.uk\)](#) and heard that the number of monitors remains unchanged since the design pause was announced in March 2023.
 - The group noted that HS2 has now posted the minutes of previous Tree Panel meetings on line [Trees in Camden - HS2](#).
 - The group also received a presentation on meanwhile uses and the work done by local young people to design and build a shelter to be erected in the new open space off Hampstead Road.

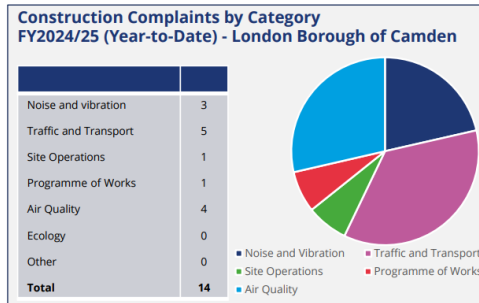
Complaints and Enquiries

- In total 13 complaints and 225 enquiries were received by the HS2 Helpdesk between May and July 2024. August data will be covered in the next report.

May 2024

| Helpdesk Enquiries - London Borough of Camden | | |
|---|-----------------------|--------------------------|
| Numbers | May 2024 | FY2024/25 (Year-to-Date) |
| Total cases | 61 | 137 |
| Type of case | Total number May 2024 | FY2024/25 (Year-to-Date) |
| Construction | 39 | 83 |
| Land & Property | 13 | 36 |
| Community Engagement | 6 | 10 |
| Other | 3 | 8 |

| Complaints - London Borough of Camden | | | | |
|---------------------------------------|-----------------------|----------------------------|------------------------|------------------------|
| | Total number May 2024 | Total number FY2024/25 YTD | Total number FY2023/24 | Total number FY2022/23 |
| Complaints TOTAL | 6 | 17 | 64 | 125 |
| Service | 2 | 3 | 5 | 10 |
| Construction | 4 | 14 | 59 | 115 |



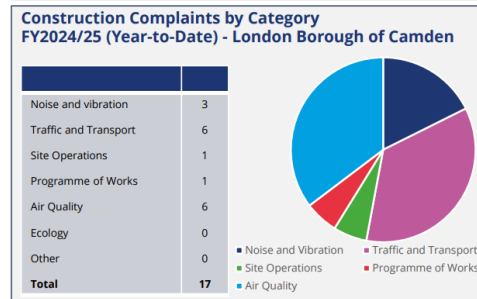
100% of complaints answered in 20 working days (FY2024/25)

100% of complaints answered at the 1st step of the complaints process (FY2024/25)

June 2024

| Helpdesk Enquiries - London Borough of Camden | | |
|---|------------------------|--------------------------|
| Numbers | June 2024 | FY2024/25 (Year-to-Date) |
| Total cases | 71 | 208 |
| Type of case | Total number June 2024 | FY2024/25 (Year-to-Date) |
| Construction | 58 | 141 |
| Land & Property | 7 | 43 |
| Community Engagement | 2 | 12 |
| Other | 4 | 12 |

| Complaints - London Borough of Camden | | | | |
|---------------------------------------|------------------------|----------------------------|------------------------|------------------------|
| | Total number June 2024 | Total number FY2024/25 YTD | Total number FY2023/24 | Total number FY2022/23 |
| Complaints TOTAL | 2 | 20 | 64 | 125 |
| Service | 0 | 3 | 5 | 10 |
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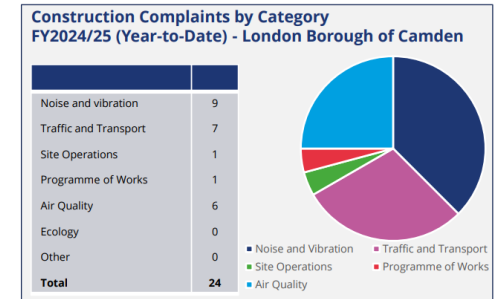
100% of complaints answered in 20 working days (FY2024/25)

100% of complaints answered at the 1st step of the complaints process (FY2024/25)

July 2024

| Helpdesk Enquiries - London Borough of Camden | | |
|---|------------------------|--------------------------|
| Numbers | July 2024 | FY2024/25 (Year-to-Date) |
| Total cases | 93 | 301 |
| Type of case | Total number July 2024 | FY2024/25 (Year-to-Date) |
| Construction | 68 | 209 |
| Land & Property | 20 | 63 |
| Community Engagement | 5 | 17 |
| Other | 0 | 12 |

| Complaints - London Borough of Camden | | | | |
|---------------------------------------|------------------------|----------------------------|------------------------|------------------------|
| | Total number July 2024 | Total number FY2024/25 YTD | Total number FY2023/24 | Total number FY2022/23 |
| Complaints TOTAL | 7 | 27 | 64 | 125 |
| Service | 0 | 3 | 5 | 10 |
| Construction | 7 | 24 | 59 | 115 |



100% of complaints answered in 20 working days (FY2024/25)

100% of complaints answered at the 1st step of the complaints process (FY2024/25)