

Community Engagement Flash Report

Euston Community Representatives Group (ECRG)

Issue no. 25

May 2024

Community engagement at a glance (March – May 2024)

Since we last met...

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

We have had **1,357** visitors to the HS2 in Camden website with **1,393** subscribers to news updates.

From the start of the project, a total of **£1.587m** have been awarded to **22** 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 have been 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, 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 your 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 13 May – 31 August 2024. The works are located at the boundary of where three local authorities meet: London Borough of Camden, London Borough of Brent and City of Westminster. A notification was posted to over 11,000 properties.
- Online event held on 30 April with four registrations.
- Door knocks were carried out on 27 February and 2 April with 30+ businesses, to provide advance notice and information about the upcoming utility works.
- To assist with business continuity for the Sanctum and their guests, who have traffic management adjacent to their premises, we have installed additional signage where needed and provided a safe stopping point for taxi drop-off
- There is ongoing contact between the business and our Community Engagement team



Additional signs for Sanctum apartments 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 at Cubitt Court regarding the utility works on Stanhope Street - 18 March and 8 April; at Silsoe House regarding access for monitors install - 21 March; at the Regent's Park Practice regarding the notifications mailing list - 1 May.
 - Pop-up event on Stanhope Street on 8 April regarding utility works in the corner with Park Village East.
 - 13 noise insulation letters have been issued to the residents; 50 emails sent, and 7 phone calls made regarding asset protection, community investment and general engagement.
 - Regular meetings with stakeholders regarding the asset protection works and extension of lorry lay-by: York & Albany – 4, 25 March; Park Village East Studio on 8, 18 March, 4, 26 and 29 April.
 - Site walk with London Cycling Campaign regarding Hampstead Road utility works - 20 March
 - Ongoing engagement with vulnerable residents and POhWER charity about special case applications - 4, 8 March, 12 April and 1 May
 - School engagement: bi-monthly meeting with North Bridge House Prep School on 28 March, meeting with Regents Park Children's Centre regarding community investment opportunities on 4 March, networking event at Acland Burghley School for International Women's Day on 8 March, door knock to Christ Church Primary School regarding notifications mailing list and follow up email on 1 May.
 - Metropolitan Police spot check on 20 March.
- **Other community investment engagement events taken place**
 - Meetings with Global Generation and Coram's Fields regarding HS2 Community and Environment Fund – 9 May
 - Networking and AI event at Zappi, hosted by Camden Giving to learn how to use AI for good in the community – 14 May
 - Planning meetings have been held with Regent's Park Children's Centre and site team on 16 and 22 May to carry out some renovation works such as roof replacement, guttering, drainage solution, sand pit built, timber separators, fence painting. The works to take place end May.
- **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 monitors install in Silsoe House.
 - 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 PORTAL HEADHOUSE KEY DESIGN ENGAGEMENT**

- 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 engagement events held on 27 – 28 February we gathered public opinion on the proposed design for the Euston Portal Headhouse.
- During the spring period we were working on a final design which incorporates the feedback received and best reflects the character of the local area with the least impact to our neighbours.
- In mid-summer we plan to hold the next stage of engagement to tell you about our final design of the Euston Portal Headhouse. The dates and timing for these events to be confirmed in early summer.
- For details of Euston Portal Headhouse please following [this link](#).

- **METROPOLITAN POLICE COMMERCIAL VEHICLE UNIT TOOLBOX TALK – 17 APRIL**

- A workshop has been organised with Metropolitan Police to build confidence and trust between the police and the transport and logistics industry, that promotes road safety to everyone
- The main topics discussed: the purpose of commercial vehicle units, what to expect during a roadside check, load security, vehicle assisted suicide and highway code.
- Attended by logistics team from SCSjv, MDjv, HS2, TfL and supply chain subcontractors.



Metropolitan Police commercial vehicle unit toolbox talk, 17 April 2024.

- **EUSTON STATION**

We are continuing with essential works to prepare for a HS2 terminus at Euston. The Mace Dragados engagement team continues with regular forums, virtual and in person events in the local area.

- **Engagement Events**

- **Stephenson Way group** – monthly forum took place on 21 March and 23 May 2024 with a written update provided for April 2024
- **Drummond Street Traders** – written updates were provided for March and May and a forum took place on 18 April 2024
- **In-person visits** to businesses on Drummond Street continue and our focus for this period has been about engaging with businesses on the upcoming CCTV investigative works on Drummond Street by the junction of North Gower Street which will determine the future programme of works for the new gas main connection in this area.
- **Virtual 1:1** drop-in sessions have continued during this period and 6 people attended the sessions held on 21 March, 18 April and 16 May. Residents can book a 20-minute slot on 20 June, 18 July, 15 August, 19 September, 17 October and 21 November follow the link to register: [HS2 & MDJV: Euston station virtual drop ins - HS2](#)
- **Work specific in person drop-in** event was held on 19 and 26 March at the Drummond Villa on Drummond Street regarding the MDJV's new staff entrance on Cobourg St North. Two residents attended.



Image showing new staff entrance at Cobourg Street which came into use on 1st May 2024. 'Be respectful of our neighbours' poster have been installed at the entrance to remind the workforce of being mindful of the local residents.

- We are continuing with 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).

- **Euston's new taxi rank – opened on 7 April**



- On Thursday 4 April 2024, we hosted a tour of the new taxi rank at the former East Gardens. Six people attended.



Image showing Taxi Rank in use from 7 April 2024

- **Maria Fidelis Community Hub - Drop-in Sessions**
 - we are holding two public engagement workshops on 3 and 4 June 2024. Further details on the community hub and input from the community regarding initiatives to be delivered hub to ensure services and programmes provided are reflective of community priorities. To register and attend follow this link: [Maria Fidelis Community Hub drop in - HS2](#)
 - At these events, we will also be showcasing the works that have been completed and works that will be installed as part of the [temporary meanwhile uses programme](#).
- **Advance notification letters and Spring 2024 Newsletter**
 - MDjv's [Spring 2024 newsletter](#) was distributed to 8,000 properties in the local area and issued to local stakeholders
 - [CCTV Investigative gas works on Drummond Street - 20 to 31 May 2024 - HS2](#)

- **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 have been completed.



- **Works at Clarkson Row:**

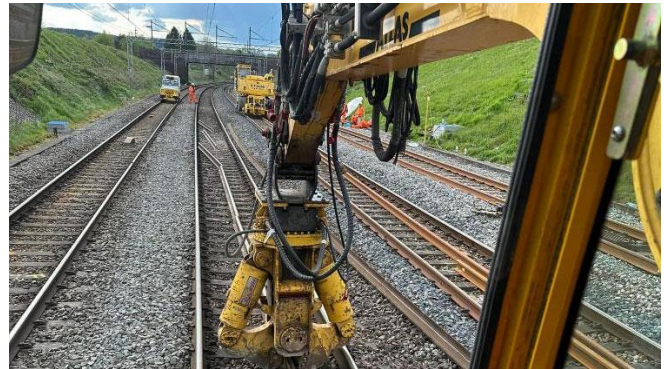


- Work to create a vehicle access point at Clarkson Row is progressing well.
- Most work will take place Monday – Friday 8am to 6pm and is expected to be complete by July 2024.
- Full commissioning of Access point expected in August.
- Some deliveries and movement of vehicles take place overnight.



- **Bank holiday railway improvement work:**

- Network Rail carried out planned improvements on the West Coast main line over the Easter and Early May Bank Holiday weekends affecting train services in and out of London Euston. Works included:
- At Easter track improvements in Camden, Willesden, Watford, Milton Keynes and Northampton were completed.
- Over the Early May Bank Holiday further track upgrades in Wembley, Milton Keynes and Stafford were completed (photos below of Stafford).



- During the spring bank holiday weekend, we carried out work to renew sections of track in Milton Keynes and Stafford. The work was planned so that most trains could still run, but we asked passengers to plan their journeys in advance and check before they travel at nationalrail.co.uk
- Network Rail's planned improvements will help to improve journeys for passengers and freight services.



Getting a train this late spring bank holiday?

Service changes:
Saturday 25 May to Monday 27 May

Some train services will be affected as we work to improve the railway.

Check before you travel at nationalrail.co.uk/May

#MayRailWorks





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 using [HS2 Email Form](#).
- We want to create **email newsletters** that are tailored to your interests and that you find informative. Please take a few minutes to complete [HS2 newsletters survey](#). We will use the answers you provide to help us plan our future email newsletters.

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

- **New Euston Skills Centre officially open after being completed by HS2 team**

- A new centre built to upskill communities living close to HS2's Euston station site has been officially opened in a ceremony attended by the Rail Minister, Huw Merriman MP. The Euston Skills Centre, which opened its doors to students last month, was constructed by the HS2 team and its operation is part-funded by HS2 Ltd.
- Camden Council hosted a launch event on Thursday 8 February celebrating the new facility which will deliver skills training to students from the local area. The centre will help with workforce requirements for infrastructure and housing in Camden, as well as large national projects such as HS2.
- Situated on the site of the old Maria Fidelis School overlooking the HS2 station site, students will benefit from close proximity to the HS2 project. HS2's station construction partner, Mace Dragados joint venture, has left some utility services and systems exposed nearby which will act as a learning aid for students initially.
- £4.1million has been made available from HS2 Ltd for the Euston Skills Centre, both for its construction and operation. MDJV completed the construction of the centre which spans two floors with a mix of workshops and classrooms.
- HS2, through MDJV and its London Tunnels Contractor, Skanska Costain STRABAG joint venture (SCSJV), is continuing to work with Camden to support local people into employment, and the new Euston Skills Centre is a key part of that work.



Huw Merriman MP, HS2 Minister, talks to Andy Swift, HS2 Euston Area Director, alongside Steve Boyle, a local Camden resident who works on the HS2 project, and Ambrose Quashie, HS2 Skills Manager

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

- **Clean up day on Adelaide Road**

- On 23 May 2024, five volunteers from SCSjv carried out a clean-up on Adelaide Road, adjacent to Adelaide Medical Centre and Modern Motors, who both neighbour the Adelaide Road Vent Shaft site. Debris including litter and dead leaves were gathered and the footpaths swept. The wall of Modern Motors was painted as there had been some vandalism to this. The area was left looking much tidier and cleaner following the morning activity.



SCSjv volunteers cleaning the footpath adjacent to Adelaide Medical Centre and Modern Motors

- **Supporting ZSL London Zoo**

- SCSjv in Euston Approaches continue to support London Zoo. On 9 May bricks, guttering, pots and timber were donated for a bug hotel.



The sketch of the bug hotel to be built in London Zoo

- **Supporting homeless**

- Members of SCSjv Design House leadership team gave up an evening to distribute essential supplies to the homeless in central London.

- The team of twelve volunteers spent time at **The Soup Kitchen** in an initiative run by the charity 3-4 times a week as part of its outreach programme. They were joined by a guide from The Soup Kitchen who took them on a route to see people sleeping rough on the streets where they distributed food and provisions collected earlier in the day.



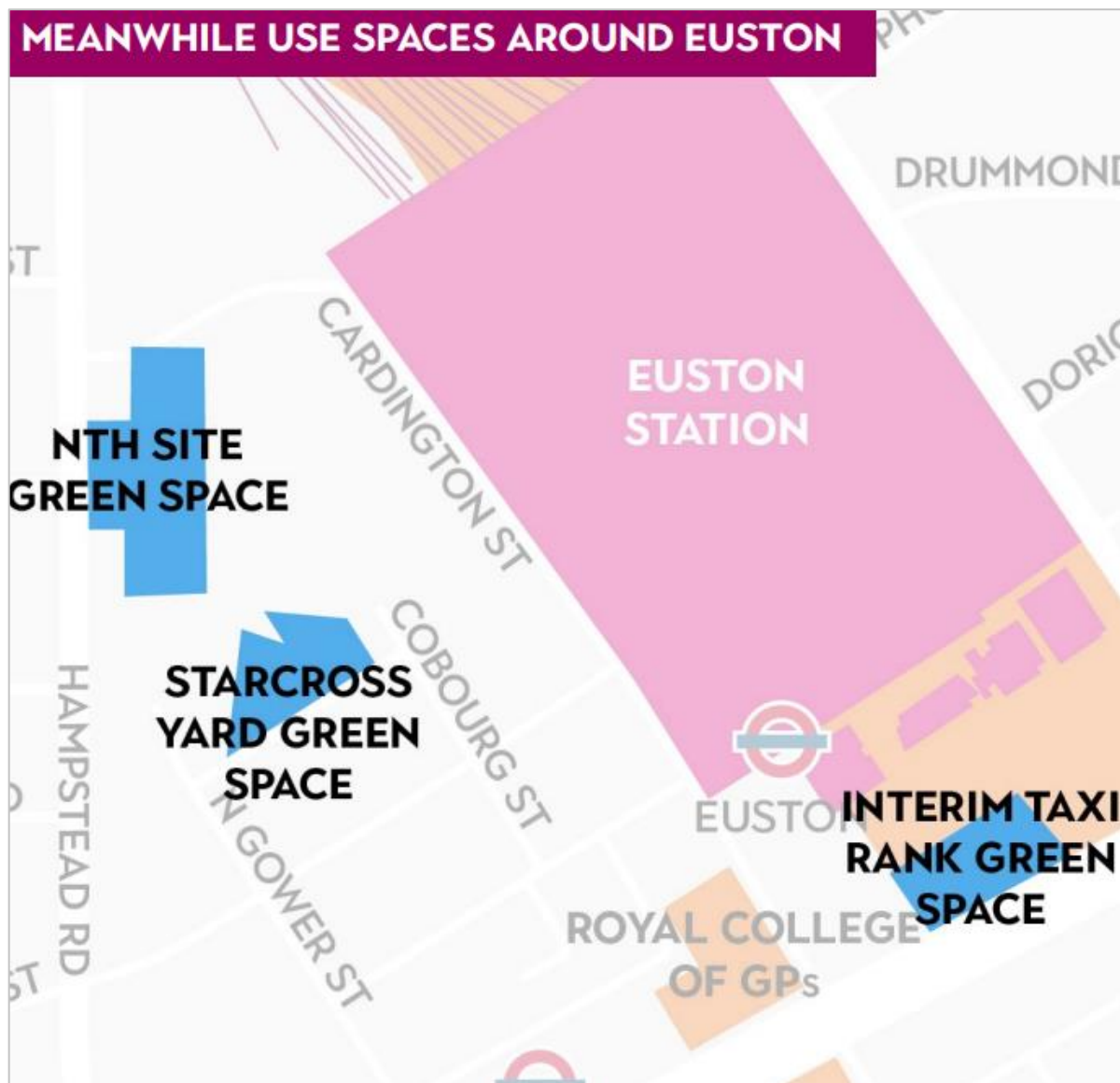
- **New planters on Drummond Street**

- Camden BeeLine is a community project that aims to increase green space and biodiversity to help grow the local bee population across the borough of Camden. This project came to life on Drummond Street in end May.
- MDjv built twenty-three planters to specification and delivered them to eighteen businesses on Drummond Street; volunteers helped with installation and planting the flowers
- More information can be found here: **Camden BeeLine – Connecting Camden's Green Space**



New planters in front of Diwana restaurant

- **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.
- For further information please follow the link to the [Temporary uses at Euston - HS2](#) and [Euston meanwhile use fund leaflet](#).



- 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.

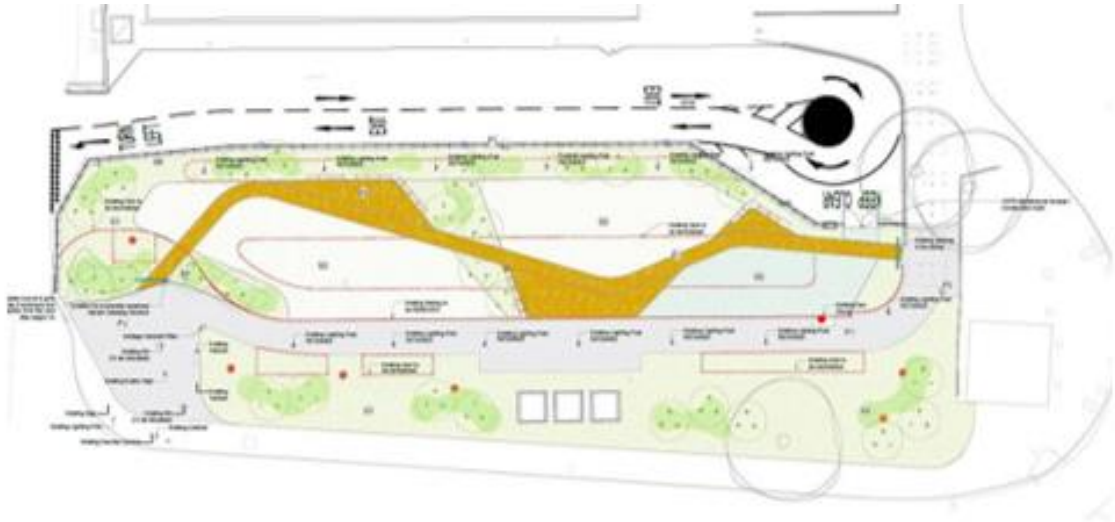
- For the 2023/24 tranche of the EMU Fund, circa £90,000 was awarded to eight different organisations. The table below provides details on each of these projects.

Organisation	Project Name	Brief overview of project
The Third Age	TAP Community Choir	To provide regular community choir sessions for local older people from diverse ethnic, cultural and religious backgrounds with a range of diagnosed conditions and disabilities, many of whom have not sung before. They will also provide public performances.
Fitzrovia Youth in Action	Cumberland Youth Club	To deliver sports sessions at the Cumberland Market pitch within the Regents Park Estate. They will also provide workshops on healthy lifestyles and holistic mental wellbeing.
Hopscotch Women's Centre	Zig-Zag Wellbeing and Gardening Project	To provide a range of interventions for women in Camden that will promote wellbeing and good mental health utilising the Zig-Zag meanwhile use space. This will include 1:1 mental health support, group sessions and gardening sessions.
Diorama Arts Centre	Community Making in Maria Fidelis Annex	To develop the Maria Fidelis Annex into a creative hub by funding costs associated with management and running of the Annex for the tool library and for make shop sessions.
Camden People's Theatre	CPT Creative Community Programme	To deliver six free-to-access community events over the next twelve months. This will include the Camden Roar Festival, Tolmer's Square Variety Spectacular and 4 community takeover days.
Urban Community Projects	Mobile Food Hub	To support the food bank to meet increased demand by purchasing additional food stock and providing a Support Advisor to offer advice during food bank sessions.
Euston Foodbank	Greening Euston Foodbank front quadrangle Phoenix	To make the entrance to the foodbank building more inviting by growing plants and providing benches and picnic tables. The foodbank is based next to St Aloysius Church.
Diorama Arts Centre	Community Making in Maria Fidelis Annex	The additional funding being requested for the purchase of a wide range of tools and equipment, additional staff time for an additional make shop session, cleaning costs for an additional day for the third session and some communications costs to ensure the resource is promoted to all that want to use the resources

- Further £100,000 has been allocated to the EMU Fund for 2024/25 and has been widely promoted, through the previously agreed range of communication and engagement tools.
- The deadline for receipt of applications set mid-June 2024, a grants panel will be convened by end of June to assess applications in anticipation of awarding contracts in July to ensure delivery is completed by March 2025.

- **Euston Square Gardens West**

- From June 2024, works to decommission the western taxi rank begin including removal of canopies, foundations kerbs, street furniture, asphalt, the island tree stump will retain. Assisted Travel Facility and Private Hire Vehicle drop off will remain in the northern end of West Gardens
- The works will continue for approximately 14 weeks. Following this, works to install the gardens will commence in autumn 2024



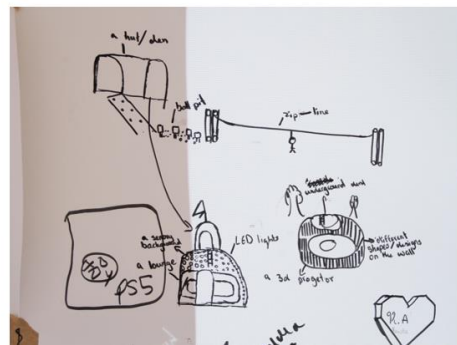
- **Maria Fidelis Garden Space on 'Zig Zag' site on North Gower Street**



- The funding from the EMU fund has been awarded to Hopscotch Women's Centre (HWC) who will utilise the space in the former Maria Fedelis school on Zig Zag site in North Gower Street. The project will provide a range of interventions for women that will promote wellbeing and good mental health. This will include 1:1 mental health support, group sessions and gardening sessions. MDJV have agreed to procure a range of tools required for the garden as well as some initial plants and shrubbery needed to kick start the project.
- The raised beds for future plants being built by HWC volunteers and ready for use .
- The space will be occupied by growing beds where users can learn how to grow vegetables, fruits, small flowers, and plants.

- **National Temperance Hospital (NTH) Garden on Hampstead Road - Phase Two**

- Engagement for NTH Gardens Phase 2 have been led by MATT+FIONA (<https://mattandfiona.org/>) working alongside Fitzrovia Youth in Action in March and April: Open Iftar Event – 27 March and Family Drop-in on 4 April.
- The sketch drawings have been submitted by young people with the next steps to develop these drawings at a model making session and eventually into a more detailed design.
- Elements of the design will be built at the Construction Skills Centre.
- NTH Gardens (Phase 1) will temporarily close for four weeks from **28th May 2024** to dismantle and remove the compound cabins.



Drawings developed by young people

- **HS2 Community & Environment and Business & Local Economy supported projects.**

- To date £1.587m has been awarded to 22 local projects benefiting Camden through CEF and BLEF. For details of CEF and BLEF funding 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)
- 2023 – 2024 CEF and BLEF Annual Report have been issued. <https://hs2funds.org.uk/about/annual-reviews/>
- To date, the programme has invested £16.09m and supported 285 projects along the line of route.
- In 2023-2024, over **£2.5m** has been awarded to **49 CEF & BLEF** projects that support communities and business along the route.

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 meeting was scheduled for 24 May 2024, but had been cancelled due to no attendance from community members.

Below is the latest summary of provision of NI programme in London Borough of Camden dated 24 May 2024. Status	Euston Station, MDJV	Euston Approaches, SCSJV (incl. Adelaide Rd)	Adelaide Road, SCSJV	Total, May 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 or declined by the residents - no works take place)	36	483	8	519
Completed (Glazing and/or Sonair installed)	89	611	6	700
In Progress	12	87	19	99
Paused 2YR	1	0	0	1
Total (Properties within scope)	175	1249	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 Ampthill Estate** being delivered by SCSJV in Euston Approaches.

	Secondary Glazing	Blinds	Solar Film
Not Eligible	18	18	18
Concluded & Declined	109	118	136
Completed	104 (43%)	89 (37%)	82 (34%)
In Progress	9	15	4
Total	240	240	240

- **TRAFFIC WORKING GROUP (TWG)**

- Online meetings held on 11 March and 13 May, four 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 unscheduled emergency Thames Water works on Hampstead Road with temporary lights and no enough phase timed for pedestrians to cross the road; further comments a potential disability access issue around temporary diversion in Euston Square Gardens; upcoming utility works in Amptill Estate.

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

- The group met online on 7 May.
- 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/uploads/system/uploads/attachment_data/file/118881/monitoring-the-environmental-effects-of-hs2-2023.pdf)
 - The group also received updates on works and meanwhile uses. In addition, it discussed a request put to Tree Panel to remove a tree stump from the turning area of the decommissioned taxi rank. Although keeping the stump will slightly reduce the amount of meanwhile use open space it was felt that as this was only temporary the stump should be retained.
 - The group also discussed the make-up of the Ministerial Taskforce and asked that residents be represented. There was also a discussion about the powers under which the privately financed HS2 station would be built. There was concern that if this isn't under the HS2 act undertaking and assurances and other safeguards could be lost, particularly under a Development Corporation rather than LB Camden as planning authority. It was agreed that a paper will be produced listing the U&As, open space lost etc.

Complaints and Enquiries

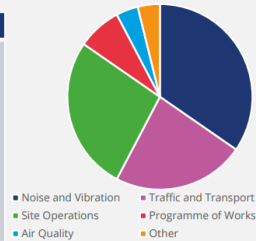
- In total 19 complaints and 238 enquiries were received by the HS2 Helpdesk between February and April 2024. May data will be covered in the next report.

February 2024

Helpdesk Enquiries - London Borough of Camden		
Numbers	February 2024	FY2023/24 (Year-to-Date)
Total cases	81	954
Type of case	Total number February 2024	FY2023/24 (Year-to-Date)
Construction	60	678
Land & Property	8	155
Community Engagement	9	61
Other	4	60

Complaints - London Borough of Camden				
	Total number February 2024	Total number FY2023/24 YTD	Total number FY2022/23	Total number FY2021/22
Complaints TOTAL	1	56	125	164
Service	0	4	10	7
Construction	1	52	115	157

Construction Complaints by Category FY2023/24 (Year-to-Date) - London Borough of Camden	
Category	Count
Noise and vibration	18
Traffic and Transport	12
Site Operations	14
Programme of Works	4
Air Quality	2
Ecology	0
Other	2
Total	52

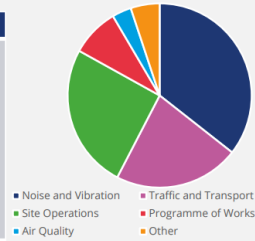


March 2024

Helpdesk Enquiries - London Borough of Camden		
Numbers	March 2024	FY2023/24 (Year-to-Date)
Total cases	81	1035
Type of case	Total number March 2024	FY2023/24 (Year-to-Date)
Construction	51	729
Land & Property	13	168
Community Engagement	9	70
Other	8	68

Complaints - London Borough of Camden				
	Total number March 2024	Total number FY2023/24 YTD	Total number FY2022/23	Total number FY2021/22
Complaints TOTAL	7	64	125	164
Service	1	5	10	7
Construction	6	59	115	157

Construction Complaints by Category FY2023/24 (Year-to-Date) - London Borough of Camden	
Category	Count
Noise and vibration	21
Traffic and Transport	13
Site Operations	15
Programme of Works	5
Air Quality	2
Ecology	0
Other	3
Total	59



April 2024

Helpdesk Enquiries - London Borough of Camden		
Numbers	April 2024	FY2024/25 (Year-to-Date)
Total cases	76	76
Type of case	Total number April 2024	FY2024/25 (Year-to-Date)
Construction	44	44
Land & Property	23	23
Community Engagement	4	4
Other	5	5

Complaints - London Borough of Camden				
	Total number April 2024	Total number FY2024/25 YTD	Total number FY2023/24	Total number FY2022/23
Complaints TOTAL	11	11	64	125
Service	1	1	5	10
Construction	10	10	59	115

Construction Complaints by Category FY2024/25 (Year-to-Date) - London Borough of Camden	
Category	Count
Noise and vibration	2
Traffic and Transport	2
Site Operations	1
Programme of Works	1
Air Quality	4
Ecology	0
Other	0
Total	10

