

Community Engagement Flash Report

Euston Community Representatives Group (ECRG)

Issue no. 26

November 2024

Community engagement at a glance (September – November 2024)

Since we last met...

We have engaged with approx. **320** 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.



- **Monthly virtual 1:1** drop-in sessions for future tunnelling works (twin-bore Euston Tunnel and twin-bore Northolt Tunnel East) were scheduled through August to October with 6 people registered and 3 attending. The residents were interested in current works on Adelaide Road and Camden in general, distance of tunnelling works from the residential buildings, as well as future Old Oak Common Station and development of the area.
- **Monthly virtual 1:1** drop-in sessions for Adelaide Road Vent Shaft (ARVS) site were scheduled through August to October with 1 resident attending with questions about the pause to works at the Adelaide Road Vent Shaft site, when works are expected to resume and if they were eligible for the Noise Insulation Scheme.
- **EUSTON APPROACHES AND CAMDEN CUTTING**
 - **Regular engagement events** have been held in the Euston Approaches to update on current and future works:
 - Euston Approaches update newsletter have been issued on 2 September, please follow [this link](#) for a copy.
 - Drop-in meeting with Ampthill Estate residents ahead of utility works took place in October – 17 September.
 - Door-knock at Coniston and Cartmel re vibration impact - 10 October.
 - Regular meetings with stakeholders and site visits to the properties along the Park Village East, Parkway and Mornington Terrace regarding the asset protection works.
 - 27 emails regarding mechanical ventilation reimbursement for noise insulation.
 - Community Investment engagement meetings with Global Generation (15 October); Regent's Park Children's Centre (19 September and 11 October); Coram's Fields (30 September and 1 October) followed with the opening ceremony event of new play tower at Coram's Fields on 24 October.
 - **Construction Update online webinars**
 - Online construction update webinars held on 17 and 19 September with eight people attending. Rooftop visit for local residents held on 25 September with 8 people attending.



Presentation during roof top visit on 25 September

- **Meeting at the Third Age Project - 25 September**

- Bespoke engagement meeting was held with elderly residents at the Third Age Project centre in the Regents Park Estate.
- The update has been provided regarding the current and upcoming works in Euston Approaches. 15 residents attended the meeting.



Presentation to Third Age Project, 25 September

- **Bengali community engagement event at the Surma Centre – 2 October**

- The session held with Bengali community members using Artificial Intelligence (AI) software video model with Bengali translation. This was checked by a native Bengali speaker before presented to the residents.
- Key topic covered utility works on Hampstead Road and traffic impacts.
- The team received positive feedback on video format and 8 women attended the meeting found it informative and beneficial.



AI presentation at the Surma Centre, 2 October

- **EUSTON STATION**

Recognising the Government's review of Euston Station design, HS2 construction partner MDjv 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**

- **Drummond Street Traders** – A forum took place on 19 September and 14 November with a written report issued week commencing 28 October 2024. The focus during this period has been utilities (behind the hoarding including highways) and the upcoming Drummond Street gas works.
- **In-person businesses visits** - Drummond Street and Hampstead Road - MDjv continues to engage with businesses with a focus on upcoming works, traffic management, signage and looking at ways to reduce impact to business operation. The engagement team worked with Drummond Street Traders forum to improve signage and wayfinding to Euston Station.
- **Virtual 1:1** – These sessions are continuing and residents can book a 20-minute slot for January 2025 and the following months here: [HS2 & MDjv virtual drop ins: Euston Station works - HS2](#)
- **Stephenson Way group** – A forum took place on 26 September and 21 November with a written report provided week commencing 28 October 2024. The focus during this period has been utility works (behind the hoarding including highways), activities required to bring the Traction Substation (TSS) into use from 2025.
- **Ongoing monthly engagement** – MDjv is continuing regular meetings 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).

- **Work update**

- **Melton Street public footpath** – In September MDjv completed remedial works on Melton Street footpath to remedy uneven paving slabs making it easier and safer for all pedestrians to navigate to and from Euston Station.



Image above of completed footpath works

- **Traction Substation (TSS)** – Work to bring TSS into use in 2025 is progressing well. Since the last update, MDjv have completed external trench for earthing and earthing work have commenced.
- Upcoming and ongoing works include:
 - Earthing cable excavation and installation around TSS box perimeter (external).
 - Installation of fire detection devices ongoing (internal).
 - Installation of louvred panels to external north façade (external).
 - CCTV installation and cable pulling (internal and external) and;
 - Removal of acoustic shed.



Images above – TSS progress – Stephenson way

- **Utilities (behind the hoardings and on the highways)** – Since the last update MDJv is progressing with essential utility diversion work.
- **Melton Street** - we commenced work on the watermain (behind the hoarding). The old 42" sections were removed. The pipes and the 4 -way cross connection were installed. Following a 4-week isolation period, a flow has been successfully established in the new cross connection. These works are due to be complete in December 2024. The work is a milestone for the project.
- **Cobourg Street** - Duct, coring and chambers works linking TSS with the existing sub-station is now complete. Footpath leading to Euston Street was reinstated and opened. The combined trench on Cobourg Street is also now complete with the gas installed. The final section of water main installation is on-going with connection to the above ground rider. UKPN Trench is also progressing on Cobourg Street.
- **Cumberland Market** – In late October we commenced the final water commissioning works of the new 1000mm water main in Cumberland Market and Robert Street by the junction with Redhill Street. These works are expected to be completed in January 2025.
- **Hampstead Road** – from early November until approximately April 2025, we are relocating Thames Water and Cadent Gas assets via a via manhole located on Hampstead Road by the junction with Cardington Street. This works is an essential part of our utilities programme to prepare for a future station. Varndell Street is closed to ensure safety of road users; pedestrian access is maintained.



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

- Works at Clarkson Row:



- Completing minor fixes.
- Awaiting acceptance into use by Network Rail maintenance.

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-mailing-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

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

- **Volunteering at Olallo House, Grafton Way**

- Based in the heart of Central London, right next to Euston station this vital building offers accommodation and specialist support to the street homeless, victims of modern-day slavery or trafficking, and homeless patients undergoing TB treatment on discharge from hospital. It offers a priceless place of safety, warmth and care where people are able to begin to rebuild their lives.



- A small team from Network Rail did some painting in one of the rooms they provide for the local homeless.

- **Coram's Fields play tower**

- Coram's Fields planned to remove and replace their old play tower within the play area. SCS JV in partnership with subcontractor Flannery, donated 3 items of machinery to remove the original play tower.



- **Euston Meanwhile Use (EMU) Fund**
- 'Meanwhile use' is the short-term use of temporarily empty buildings or space for the benefit of the community around Euston Station. Please see below update on latest projects:
- **Former National Temperance Hospital (NTH) Garden expansion on Hampstead Road**
- Work to expand the temporary Garden is progressing well. Since the last update, we have installed the topsoil and plants. The structure created by the young people (shown in bottom image) will be lifted into place in late November. We anticipate the Garden will reopen for use again in Mid December 2024.



Image above on the site progress and artist impression of garden expansion

- **Temporary training facility at Zone 5**
- Temporary training facility have been set up within Zone 5, the area to the east of Hampstead Road. This is part of a Camden Construction Skills Centre initiative and will be used to give local residents the opportunity for practical and classroom-based experience using construction machinery. The training facility will be used from November 2024 to end March 2025.

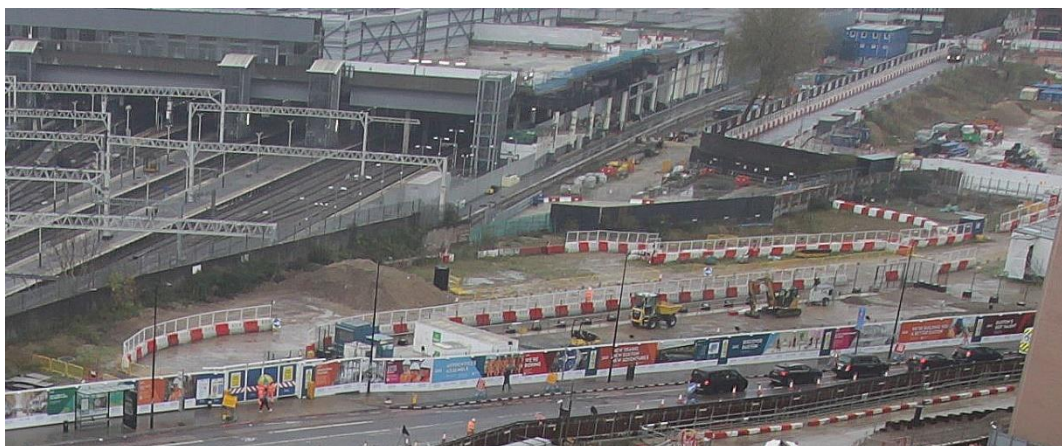


Image above shows aerial view to Zone 5 with training facility site behind the hoarding along the Hampstead Road

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)**
- Last NIWG online meeting took place on 25th September 2025.
- Below is the latest summary of provision of NI programme provided to the London Borough of Camden officers at the meeting on 28th October 2024.

| Status | Euston Station, MDJV | Euston Approaches, SCSJV | Adelaide Road, SCSJV | Total, October 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) | 38 | 476 | 18 | 532 |
| Completed (Glazing and/or Sonair installed) | 92 | 625 | 8 | 725 |
| In Progress | 5 | 47 | 7 | 59 |
| Priority List | 3 | 0 | 0 | 3 |
| Total (Properties within scope) | 175 | 1216 | 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.

| Ampthill Towers | 17/10/2024 |
|----------------------|------------|
| Not Eligible | 18 |
| Concluded & Declined | 92 |
| Completed | 126 |
| In Progress | 4 |
| Total | 240 |

- **TRAFFIC WORKING GROUP (TWG)**

- Bi-monthly online meeting held on 21 October with written updates provided on 20 September.
- Key points at the meetings:
 - Update and coordination from MDJV, SCS, UK Power Networks of ongoing and upcoming works.
 - Further confirmation required on gas main depth on Drummond Street
 - Update requested on community hub
 - Safety concerns around Eversholt Street, walkabout was offered to review the area.

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

- Following the Government's announcement that the budget would be held on 30 October the group decided to delay its meeting from 29 October to 4 December.
- An update will be provided on the business of the December and February meetings in the March 2025 Flash Report.

Complaints and Enquiries

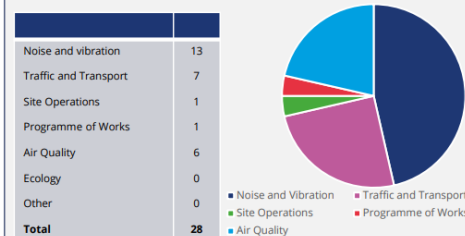
- In total 9 complaints and 120 enquiries were received by the HS2 Helpdesk between August and October 2024. November data will be covered in the next report.

August 2024

| Helpdesk Enquiries - London Borough of Camden | | |
|---|--------------------------|--------------------------|
| Numbers | August 2024 | FY2024/25 (Year-to-Date) |
| Total cases | 44 | 345 |
| Type of case | Total number August 2024 | FY2024/25 (Year-to-Date) |
| Construction | 30 | 239 |
| Land & Property | 12 | 75 |
| Community Engagement | 0 | 17 |
| Other | 2 | 14 |

| Complaints - London Borough of Camden | | | | |
|---------------------------------------|--------------------------|----------------------------|------------------------|------------------------|
| | Total number August 2024 | Total number FY2024/25 YTD | Total number FY2023/24 | Total number FY2022/23 |
| Complaints TOTAL | 4 | 31 | 64 | 125 |
| Service | 0 | 3 | 5 | 10 |
| Construction | 4 | 28 | 59 | 115 |

Construction Complaints by Category FY2024/25 (Year-to-Date) - London Borough of Camden



97% of complaints answered in 20 working days (FY2024/25)

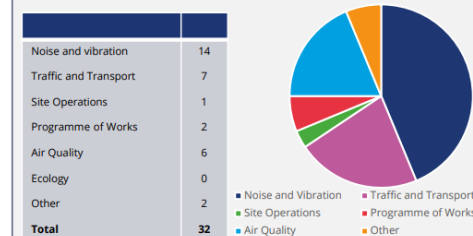
100% of complaints answered at the 1st step of the complaints process (FY2024/25)

September 2024

| Helpdesk Enquiries - London Borough of Camden | | |
|---|-----------------------------|--------------------------|
| Numbers | September 2024 | FY2024/25 (Year-to-Date) |
| Total cases | 38 | 383 |
| Type of case | Total number September 2024 | FY2024/25 (Year-to-Date) |
| Construction | 30 | 269 |
| Land & Property | 5 | 80 |
| Community Engagement | 3 | 20 |
| Other | 0 | 14 |

| Complaints - London Borough of Camden | | | | |
|---------------------------------------|-----------------------------|----------------------------|------------------------|------------------------|
| | Total number September 2024 | Total number FY2024/25 YTD | Total number FY2023/24 | Total number FY2022/23 |
| Complaints TOTAL | 3 | 35 | 64 | 125 |
| Service | 0 | 3 | 5 | 10 |
| Construction | 3 | 32 | 59 | 115 |

Construction Complaints by Category FY2024/25 (Year-to-Date) - London Borough of Camden



97% of complaints answered in 20 working days (FY2024/25)

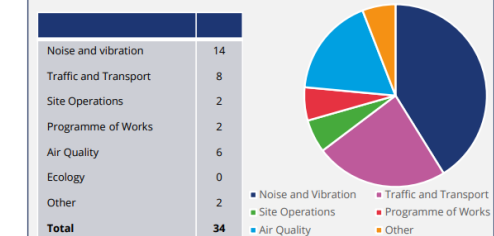
100% of complaints answered at the 1st step of the complaints process (FY2024/25)

October 2024

| Helpdesk Enquiries - London Borough of Camden | | |
|---|---------------------------|--------------------------|
| Numbers | October 2024 | FY2024/25 (Year-to-Date) |
| Total cases | 38 | 421 |
| Type of case | Total number October 2024 | FY2024/25 (Year-to-Date) |
| Construction | 21 | 290 |
| Land & Property | 9 | 89 |
| Community Engagement | 3 | 23 |
| Other | 5 | 19 |

| Complaints - London Borough of Camden | | | | |
|---------------------------------------|---------------------------|----------------------------|------------------------|------------------------|
| | Total number October 2024 | Total number FY2024/25 YTD | Total number FY2023/24 | Total number FY2022/23 |
| Complaints TOTAL | 2 | 37 | 64 | 125 |
| Service | 0 | 3 | 5 | 10 |
| Construction | 2 | 34 | 59 | 115 |

Construction Complaints by Category FY2024/25 (Year-to-Date) - London Borough of Camden



97% of complaints answered in 20 working days (FY2024/25)

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