

Community Engagement Flash Report

Euston Community Representatives Group (ECRG)

Issue no. 27

March 2025

Community engagement at a glance (December 2024 – February 2025)

Since we last met...

We have engaged with approx. **200** people at engagement meetings.

We have had **1,459** visitors to the HS2 in Camden website with **1,368** subscribers to news updates.

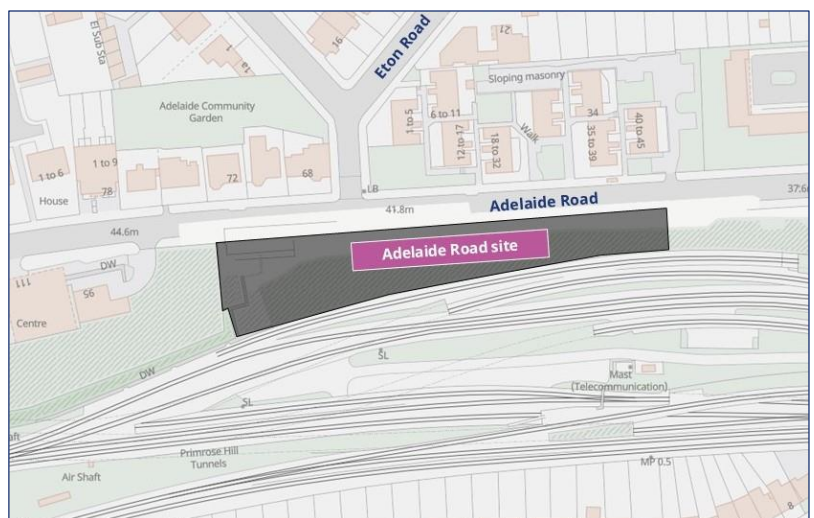
From the start of the project, a total of **£1.81m** have been awarded to **29** local projects in Camden through CEF and BLEF.

Engagement Events

• ADELAIDE ROAD

○ Update on pause to works at Adelaide Road site

- Works at the Adelaide Road Ventilation Shaft and Headhouse site were brought to a 'safe stop' in May 2024, with the expectation that works would not resume until spring 2025.
- However, as part of a recent and ongoing review of the construction programme, we do not now expect works to resume in 2025. Our shaft and headhouse site at Adelaide Road will remain in a 'safe stop'.
- The hoarding will remain in place, and there will be 24-hour security. No site activities will take place other than monitoring, design and maintenance works at times.
- Welfare facilities at our Adelaide Road site may be used during certain periods, however we will notify the local community in advance of this.



- **Monthly virtual 1:1 drop-in sessions** for future tunnelling works (twin-bore Euston Tunnel and twin-bore Northolt Tunnel East) were scheduled through November 2024 to February 2025 with 9 people registered and 2 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 November 2024 to February 2025 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.
 - **Adelaide Road Vent Shaft site drop in in person** update and information event at Swiss Cottage Community Centre held on Wednesday 5 February 2025. 19 people attended the event. Questions were raised around tunnelling, traffic management, landscaping of the compound and site activities.
- **EUSTON APPROACHES AND CAMDEN CUTTING**
 - **Regular engagement events** have been held in the Euston Approaches to update on current and future works:
 - Targeted engagement with Cartmel ahead of utility works in the area and an associated hoarding move, particularly with a vulnerable resident in the block.
 - Meeting held with residents of Ampthill Estate on 25 November 2024 to discuss ongoing overnight weekend works with 11 residents in attendance.
 - Regular meetings with stakeholders and site visits to the properties along the Park Village East, Parkway and Mornington Terrace regarding the asset protection works including Park Village Studios on 18 December 2024, Edinboro Castle on 10, 17 and 21 January 2024, York & Albany on 7 February 2024.
 - Ongoing engagement regarding mechanical ventilation reimbursement for noise insulation.
 - Bi-monthly meeting with North Bridge House Prep School on 16 January and 20 February.
 - 17 advanced notifications have been issued.
 - Community Investment volunteering opportunities with Groundworks on behalf of Fitzrovia Youth in Action, and Third Age Project, and initiatives with scaffolding installation complete for Global Generation, and a donation of children's clothing to Little Village.

- **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 project update was issued week commencing 9 December 2024 and a forum took place on 23 January 2025. The focus during this period has been upcoming Drummond Street gas works.
- In-person businesses visits continued with 1-2-1 engagements with 20 businesses on Drummond Street with a focus on upcoming works, traffic management, signage and looking at ways to reduce impact to business operation.
- The engagement team continues to work with Drummond Street forum to improve signage and wayfinding.
- **Stephenson Way group** – A project update was issued week commencing 9 December 2024, a forum took place on 30 January 2025. 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), IQ Bloomsbury, The Office Group and One Eversholt Street. The focus during this period has been asset protection and on-going works.
- **Virtual 1:1s** – 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](#)

- **Works Update**

- **Traction Substation (TSS)** - Work is progressing to complete important components such as Mechanical Equipment Plumbing (MEP) installations and lighting throughout the new structure.
- The new substation will come into operation from summer 2025. It will be used to power the Northern Line. The permanent façade will be installed at a later stage. We will begin demotion works to the existing Substation on Drummond Street from early 2026.



- **Melton Street** – In December 2024, we completed installation of the 42-inch watermain on Melton Street. Ongoing works include commissioning of the watermain, gas main installation and UKPN duct works (behind the hoarding).
- **Cobourg Street** - The gas and watermain installations are now complete. Next phases of works include connection into manhole adjacent to Euston Street; excavation for UKPN power ductwork; backfill and resurfacing work UKPN power ductwork and construction of UKPN substations. To facilitate Virgin Media ducting works we will temporary close Cobourg Street South (approaching Euston Street) in summer 2025. Cobourg Street remains closed to vehicles, pedestrian access is maintained.
- **Drummond Street** – Following completion of CCTV gas investigative works, enabling works and main works for the gas main will begin in summer 2025 until approximately November 2025. There will be a period of 12 weeks closure on Drummond Street (from junction of North Gower). To facilitate ongoing works, we will relocate Drummond Street walk away intermittently, however access will be maintained to Euston Station.
- **Utilities on Hampstead Road and adjacent roads** (Cumberland Market, Harrington Street, Varndell Street, William Road and Robert Street). MDJv completed installation of the new 1000mm water main on Hampstead Road, Cumberland Market and Robert Street. Works to commission the new mains will continue until April 2025, we will return to decommission the existing watermains (Cumberland Market and Varndell Street).
- Upcoming works include remaining UKPN ducting along Hampstead Road, William Road, Harrington Street and Varndell Street. Varndell Street will remain closed to facilitate SCS works on Hampstead Road.
- From April 2025 we will begin construction of a new sewer chamber in the existing manhole. These works will enable decommissioning of the existing sewer in the north of Cardington Street and Melton Street.
- **Eversholt Street** – from mid-March until April 2025 we will undertake CCTV surveys to inform the future design of gas main on Eversholt Street. These investigations will help determine the future programme for the new gas main connection and other utility works in the area.



- **Melton Street public footpath** – In September 2024, MDjv completed repair 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.



Images above of completed footpath works

- **Community Hub (Maria Fidelis Old School)** – MDjv is continuing with remaining works to hand the new space to over to The Euston Partnership (TEP). The Community Hub come into use in Spring 2025 and will be managed by TEP and local organisations can deliver community initiatives from there. Remaining works include installation of the permanent roof to the entrance and installation of roller shutter and sliding door.



Image above – Inside the Community Hub: networking spaces and renovated events hall

- **Advance Works Notifications issued by MDjv during this period**
 - [Winter Newsletter – December 2024](#)
 - [Eversholt Street CCTV Gas main investigation – February 2025](#)

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

- **Works at Clarkson Row:**



- All work at the access point has been completed
- Awaiting acceptance into use by Network Rail maintenance.

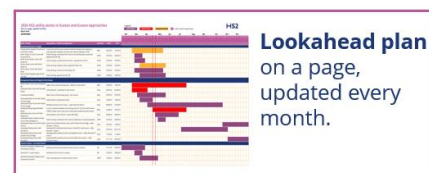
Communications

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-mailling-list

Coordinated communication of utility works in Euston wide area

- Whilst options for the delivery of Euston are explored, 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

- **HS2 work bootcamp to upskill Camden residents for construction jobs**

- In November 2024 a new skills bootcamp designed to fast-track careers in construction has opened its doors at HS2's Euston site located to the east of Hampstead Road.

- The two-week intensive course offers the full training and accreditation needed to start work as a plant machinery operator. The programme is free to Camden residents over the age of 19 and is designed to support those who are either currently out of work or are seeking a career change to gain new skills which will help secure an opportunity in the construction industry.



Image above – Camden residents participating in the programme

- The free course combines practical training on a range of construction machinery, such as rollers, dump trucks and excavators, with classroom-based learning at the nearby Euston Skills Centre.
- The initiative is a collaboration between Flannery Plant Hire, HS2 and its construction partner Skanska Costain STRABAG (SCS), Camden Council, and the Euston Partnership. Funding to deliver the programme, which is due to run until the end of March 2025, has been secured by Flannery from the Department for Education.
- To register an interest for such programmes, visit GoodWork.Camden.gov.uk, call 02079745161, or email escinfo@camden.gov.uk.

- **National Apprenticeship Week**

- Mace Dragados and SCS Railways joined forces to support the Camden Female Construction Challenge on 13 February, during National Apprenticeship Week, organised by Camden Council at the Euston Skills Centre.
- Years 10 and 12 female students from schools including Maria Fidelis and La Sainte Union participated in interactive bridge building activities on the day. (Image to the right)



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

- **Third Age Project Christmas Dinner**

- Christmas event held in partnership with Third Age Project on 9 December 2024, with 40 members joining SCS for a Christmas dinner and quiz. The attendees and Third Age Project manager gave positive feedback and thanks to the team members who organised and attended the event.



- **Christmas donations at Olallo House, Grafton Way**

- Over Christmas, the Euston Network Rail team collected clothing and food to donate to the Olallo House Homeless charity opposite the Travelodge, at the Euston Station.
- Olallo House 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.

- **Volunteering at the Euston 'Food For All' kitchen**

- In December 2024 MDjv construction team members dedicated their time volunteering at the Euston 'Food For All' kitchen.
- Some of other upcoming initiatives include repair works at the kitchen.
- Image to the right, MDjv's Construction team taking part



- **Samaritans Brew Monday**
- On 20 January 2025 Euston Station has held events to mark Brew Monday, encouraging people to have conversations in collaboration with The Samaritans.
- Network Rail works closely with The Samaritans throughout the year to promote safe travelling and mental health.



- **Safety awareness event at London Euston Station – 18 January 2025**



- Train travel and stations experience substantial disruption from football-related incidents, often linked to intoxication and heightened emotions. As Euston is a major hub for football fans travelling to and from games, Network Rail team held a passenger safety awareness event at London Euston Station and on the network, supported by the British Transport Police disruption teams and rail network security staff members from Vital.
- Staff travelled across the network, speaking to passengers and gathering valuable feedback using a QR code asking how the train travel be improved, ensuring everyone feels safe, particularly during periods of increased football-related travel. The feedback received will help to improve the measures for safer train journeys.
- Across the region, colleagues also monitored trains potentially carrying football fans traveling on the rail network for major football matches in London.

- **Pay It Forward Wall**

- A joint initiative with MDjv and Network Rail. The wall is situated at Euston Station Piazza. If you would like to drop off donations, please contact: enquiries@macedragados.com or you can directly put items on the wall.
- Image to the right: MDjv Stakeholder team with Network Rail Station Manager – February 2025.



- **Visit to Willam Ellis School – 3 February 2025**



- A day's programme, led by MDjv and supply chain to prepare students for upcoming work experience placements and employment opportunities.
- The day was designed to develop transferable skill, promote professional awareness and foster students' confident.
- Image to the left: MDjv and supply chain staff members

- **Valentine Day at Euston Station**

- MDjv supported Network Rail on 13th February 2025 to hand out 2,500 chocolates to passengers at Euston Station and the new Taxi rank.
- Image to the right: MDjv's Stakeholder team members.



- **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**
- MDjv completed NTH garden expansion in December 2024.
- The structure named "Reflect" was designed in collaboration with young people led by a social enterprise MATT+FIONA in partnership with Fitzrovia Youth in Action, a local charity. Generally, the space is opened in line with [Camden's park opening times](#)
- For more details follow the link to [Building Design](#) magazine featuring this project



Image above - New section at the NTH garden with 'Reflect' structure

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 during this period. Next meeting scheduled to Wednesday 26 March 2025.
- Below is the summary of provision of NI programme, February 2025

Status	Euston Station, MDJV	Euston Approaches, SCSJV	Adelaide Road, SCSJV	Total, February 2025
Not in the scope anymore*	51	0	0	51
Not Eligible (properties don't trigger noise levels based on noise report)	37	68	0	105
Concluded/ Declined (Properties have been contacted on all forms and received no response or declined by the residents - no works take place)	38	488	18	544
Completed (Glazing and/or Sonair installed)	92	630	8	730
In Progress	5	63	7	75
Priority List	3	0	0	3
Total (Properties within scope)	175	1249	33	1457

* 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	25/02/2025
Not Eligible	18
Concluded & Declined	90
Completed	124
In Progress	8
Total	240

- **TRAFFIC WORKING GROUP (TWG)**

- Bi-monthly online meeting held on 16 December and 10 February 2024 with written updates provided in November 2024 and January 2025.
- Key points at the meetings:
 - Update and coordination from MDJV, SCS, UK Power Networks of ongoing and upcoming works.
 - Update on Euston Community Hub
 - Utility works on Kilburn High Road, Oxford Road/Granville Road.
 - Update on gas main works on Drummond Street
 - Safety concerns around Eversholt Street, walkabout was offered to review the area.

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

- The group met in-person on 4 December 2024 and 27 February 2025
- Key points at the meetings:
 - Update on the latest air quality data have been provided including Emission Compliance Summary.
 - Monthly reports are available online on HS2 website [Monitoring the environmental effects of HS2: 2024 - GOV.UK](#)
 - The latest Annual Air Quality report [HS2 Air Quality Annual Report 2023 - GOV.UK](#)
 - The group also received updates on meanwhile use spaces and trial to capture nitrogen on a transparent coating on hoardings.
 - The written answers to the following questions have been provided: the comparison between diffusion tube results on HS2 lorry routes, off-HS2 lorry routes and background sites; The engine emissions of HS2 Non-Road Mobile Machinery (NRMM) meets Stage V which exceeds the GLA NRMM emission requirements for Stage V for Central Activity Zone (CAZ) and Stage IV across Greater London; Real time monitoring of PM2.5 for Eversholt street and taxi rank.
 - The group also discussed how cumulative impacts of all the major projects in the area might be coordinated and controlled; further questions if HS2 Air Quality Action Plan to be updated; the HS2 trees web content should reflect all historic tree panel information.

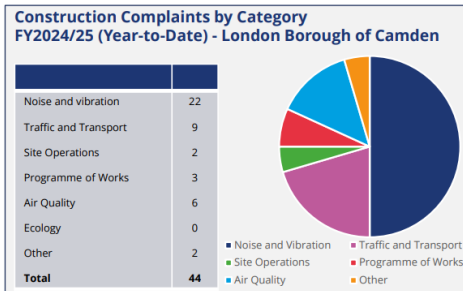
Complaints and Enquiries

- In total 20 complaints and 188 enquiries were received by the HS2 Helpdesk between November 2024 and January 2025. February data will be covered in the next report.

November 2024

Helpdesk Enquiries - London Borough of Camden		
Numbers	November 2024	FY2024/25 (Year-to-Date)
Total cases	76	497
Type of case	Total number November 2024	FY2024/25 (Year-to-Date)
Construction	52	342
Land & Property	17	106
Community Engagement	1	24
Other	6	25

Complaints - London Borough of Camden				
	Total number November 2024	Total number FY2024/25 YTD	Total number FY2023/24	Total number FY2022/23
Complaints TOTAL	10	47	64	125
Service	0	3	5	10
Construction	10	44	59	115



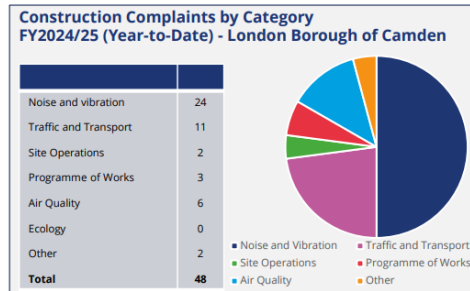
98% of complaints answered in 20 working days (FY2024/25)

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

December 2024

Helpdesk Enquiries - London Borough of Camden		
Numbers	December 2024	FY2024/25 (Year-to-Date)
Total cases	46	543
Type of case	Total number December 2024	FY2024/25 (Year-to-Date)
Construction	28	360
Land & Property	10	116
Community Engagement	7	31
Other	1	26

Complaints - London Borough of Camden				
	Total number December 2024	Total number FY2024/25 YTD	Total number FY2023/24	Total number FY2022/23
Complaints TOTAL	4	51	64	125
Service	0	3	5	10
Construction	4	48	59	115



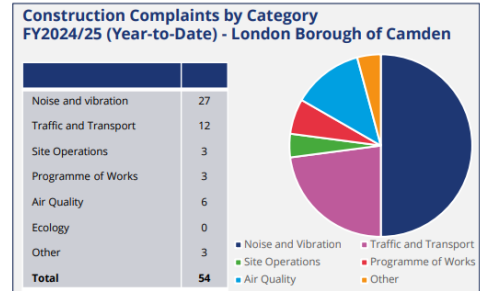
96% of complaints answered in 20 working days (FY2024/25)

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

January 2025

Helpdesk Enquiries - London Borough of Camden		
Numbers	January 2025	FY2024/25 (Year-to-Date)
Total cases	66	608
Type of case	Total number January 2025	FY2024/25 (Year-to-Date)
Construction	38	407
Land & Property	19	135
Community Engagement	5	36
Other	4	30

Complaints - London Borough of Camden				
	Total number January 2025	Total number FY2024/25 YTD	Total number FY2023/24	Total number FY2022/23
Complaints TOTAL	6	57	64	125
Service	0	3	5	10
Construction	6	54	59	115



96% of complaints answered in 20 working days (FY2024/25)

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