



Department
for Transport

House of Commons Select Committee on the High Speed Rail (West Midlands - Crewe) Bill

Promoter's response to the
Select Committee's First Special
Report of Session 2017-19

Moving Britain Ahead

The Department for Transport has actively considered the needs of blind and partially sighted people in accessing this document. The text will be made available in full on the Department's website. The text may be freely downloaded and translated by individuals or organisations for conversion into other accessible formats. If you have other needs in this regard please contact the Department.

Department for Transport
Great Minster House
33 Horseferry Road
London SW1P 4DR
Telephone 0300 330 3000
Website www.gov.uk/dft
General enquiries: <https://forms.dft.gov.uk>



© Crown copyright 2017

Copyright in the typographical arrangement rests with the Crown.

You may re-use this information (not including logos or third-party material) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/> or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or e-mail: psi@nationalarchives.gsi.gov.uk

Where we have identified any third-party copyright information you will need to obtain permission from the copyright holders concerned.

Introduction

1. This document constitutes the response of the Promoter of the High Speed Rail (West Midlands - Crewe) Bill to the First Special Report of the 2017-19 session (hereafter referred to as 'the report') published on 24 May 2018 by the House of Commons Select Committee on the High Speed Rail (West Midlands - Crewe) Bill (hereafter referred to as 'the Bill').
2. The Bill is being promoted by the Secretary of State for Transport. Responsibility for delivering the various actions that are outlined in this response will rest with either HS2 Ltd, the Department for Transport or the relevant nominated undertaker. The terms 'Promoter' and 'we' are used at various points in this document to encompass all of these parties.
3. This response aims to only address the matters raised by the Select Committee in their report where an action from the Promoter was sought or where a clarification was deemed to be beneficial.
4. Where existing assurances are referred to, the reader may wish to refer to the draft Phase 2A Register of Undertakings and Assurances¹ for the complete text. Where the assurance referred to has not yet been included in the draft Register, a link to where the complete text can be found is provided if the assurance has been published. Where it has not, the assurance will be included in the next draft of the Register.

¹ See <https://www.gov.uk/government/publications/hs2-phase-2a-register-of-undertakings-and-assurances>.

Promoter's response

Decision: tunnel options – Whitmore to Madeley Heath

5. In paragraphs 18 and 58 of the report the Select Committee said:

“The Committee has made an “in principle” decision to reject petitioners’ preferences to put the whole Whitmore to Madeley Heath section in tunnel (the single tunnel) but reserves the right to review this decision later if any representations made by petitioners (from whom the Committee has not yet heard) indicate any further relevant information. This report reflects decisions made on the preliminary weeks of petitioning.”

“The Committee has to balance the cost of the tunnel compared with the cost to the environment which is always a difficult decision to make.”

6. The Select Committee further refers to having heard evidence which they summarised in paragraphs 27-58 of the report. The Promoter notes the Select Committee’s in principle decision to not recommend that the Bill be amended to provide for the whole Whitmore to Madeley section of the route to be placed in a single tunnel.
7. The Promoter appreciates the Select Committee’s recognition of the need to balance cost and environmental benefit in making its decisions.

Decision: the Stone Infrastructure Maintenance Base-Rail / Aldersey’s Rough alternative

8. In paragraph 21 of the report the Select Committee said:

“We were impressed by the detailed research conducted by the petitioners who proposed siting the railhead at Aldersey’s Rough. Aldersey’s Rough is located close to Stone, and is a rural non-residential area. However, the amount of additional work that the proposal would require in order to make it a viable solution would be too costly and too disruptive and the Committee was not convinced as to its proposed merits.”

9. The Select Committee further refers to having heard evidence which they summarised in paragraphs 59-65 of the report. The Promoter notes the Select Committee’s in principle decision to not recommend that the Bill be amended to provide for the relocation of the proposed Railhead and Infrastructure Maintenance Base – Rail (IMB-R) to Aldersey’s Rough.

10. In paragraphs 20, 23 & 30 of the report the Select Committee said:

“Following the request from the Committee to look at the potential for lowering the River Lea viaduct HS2 undertook further work on the scheme. HS2 has found a solution for lowering the height of the viaduct through extending the southern portal and thus lowering the entry point of the tunnel. With this additional work a better and less costly engineering solution has been found for crossing the West Coast Main Line. This will save £12.8m compared with the Bill scheme. The Committee had suggested exploring this option on 27th March and we welcome this proposal and are pleased that HS2 has listened to us.”

“Following a familiarisation visit to the area the Committee questioned the height of the viaduct over the River Lea. We noticed this was raised as a concern in some of the written petitions. HS2 was asked to review its plans. The result has been a proposal by HS2 for an adaption to the two short tunnels’ option by extending the tunnel at the southern portal thus enabling a lowering of the viaduct. We are pleased that there is now a proposal for a reduction in height of the viaduct.”

“We look forward to seeing HS2 firm up its costings and plans for both the proposed scheme and the proposed scheme with the lowering of the viaduct and extension of the southern portal. We wish this information to be made publicly available...”

11. The extension to the southern portal of the Whitmore tunnel, and an associated lowering of the River Lea viaduct, will be included in an Additional Provision to the Bill, which is expected to be deposited around the turn of the year. The Promoter will produce and publish an updated cost of the lowering of the viaduct and extension of the southern portal of the Whitmore tunnel, over and above the cost of the original proposals in the Bill, when it deposits the Additional Provision.

Assurance

12. In paragraph 22 of the report the Select Committee said:

“We welcome the assurance given by HS2 to Sir William Cash MP that HS2 will seek to alleviate the impacts of the railway during both the construction and operation and will consider carefully whether there are things that the ‘nominated undertaker’ is able to change which are not already within the scheme in order to improve performance².”

² HC 927, Minutes of Evidence, 23 April 2018, Q222: “MR MOULD QC (DfT): I mean plainly, on behalf of the promoter I acknowledge without hesitation the very strong concerns that Sir William expresses on behalf his constituents in relation to the perceived and actual impact of this railway. And as you know, our case, as we seek to respond to the petitions that you hear during the course of your meetings, will be to seek to show that we have thought about what we can do to seek to alleviate the impacts of the railway both during construction and its operation and to listen carefully to whether there are things that we can do which are not already within the scheme in order to improve its

13. The Promoter notes what is said by the Select Committee and reiterates the commitment made on 23 April 2018, in responding to petitions, to demonstrating that it has thought about what can be done to alleviate the impacts of the Proposed Scheme, and to considering carefully whether more might be done.
14. As a result, many petitioners have not felt the need to raise all of their issues when they have appeared before the Select Committee. In some cases the petitioner decides not to appear before the Select Committee at all or the petition is withdrawn. As of 15 June, of the 82 petitions dealt with by the Select Committee³, 54 have been heard and 28 – some 34% - have not appeared or been withdrawn. In addition, the engagement with petitioners can and does lead to changes to the scheme being agreed and promoted. This can be seen in the Additional Provision to the Bill deposited in March 2018 and many more petitioner-driven changes are to be included in the Additional Provision to be deposited around the turn of the year.

Costs

15. In paragraph 23 of the report the Select Committee said:

“The Committee heard about the relative costs associated with this project and was keen to understand how the proposed costings had been reached. HS2 gave us an illustrated cost breakdown for the two schemes as follows:

i) Proposed Bill Scheme: £461 million

ii) Single Tunnel: £608 million.

[Difference: £176m]

Following the Committee’s suggestion for a revision:

iii) Costs for a modified Proposed Bill Scheme, with the lowering of the viaduct and an extension of the southern portal: £448.2 million.

[Difference: £176m +£12.8m = £188.8m]”

16. The Promoter notes the Select Committee’s summary of its cost analysis, fuller details of which are provided in the Whitmore Heath to Madeley tunnel report⁴ published by the Promoter on 15 March 2018 and in Exhibit A25(12) published

performance. Many might say, that is the central function of this part of the Parliamentary procedure and so we are very much alive to that.”

³ Excludes right to appear challenges.

⁴ See <https://www.gov.uk/government/publications/hs2-phase-2a-select-committee-in-principle-case-whitmore-heath-to-madeley-tunnel>.

by the Select Committee on 9 May 2018⁵.

17. In paragraph 24 of the report the Select Committee said:

“...We were unconvinced by the methodology used for the optimism bias.”

18. The Promoter notes the Select Committee’s views on the optimism bias methodology. The Promoter is applying the standard methodology set down by HM Treasury in the Green Book⁶ and used on major projects across Government.

19. In paragraph 26 of the report the Select Committee said:

“We were disappointed not to have had greater granularity of information about costings and throughout the process we will be looking to HS2 for better and more detailed financial information in order to assist the Committee in its decision-making...”

20. The challenge in relation to releasing costs is to strike the right balance between providing sufficient information to allow the full consideration of the issues without exposing commercially sensitive data in advance of a competitive tendering process. The Promoter will seek to provide the Select Committee with greater granularity of information on costs to assist in its decision making, while maintaining this balance.

Joanna & Graham Hutton and 238 others (No. 44)

21. In paragraph 51 of the report the Select Committee said:

“Mr Hutton petitioned on behalf of the Manor Road Community for the single tunnel option. He asked the Committee to direct HS2 to give an assurance that the southern part of Manor Road would not be used for construction traffic, and that this be written into the nominated undertaker’s contracts. HS2 explained it would not be practical to do this as it would require entering into a contractual agreement with each individual resident on Manor Road. Furthermore, following Royal Assent of the Bill, the Highways Authority will have Statutory powers over this road. We understand HS2’s position and seek an assurance that HS2 will engage with the local community on the best way in which to manage access and speed limits for traffic. We also ask that HS2 ensure that, as part of that engagement, an agreement is reached that contractors and sub-contractors do not use the southern part of Manor Road...”

⁵ See

<https://www.parliament.uk/documents/HOC%2000130%20Staffordshire%20CC%20and%20Others%20Petitioner%20REPLACEMENT.pdf>.

⁶ The Green Book: Central Government Guidance on Appraisal and Evaluation, the latest version of which can be found at https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/685903/The_Green_Book.pdf.

22. The Promoter has given Whitmore Parish Council an assurance that it will not use the southern part of Manor Road as an HS2 Heavy Goods Vehicle construction lorry route⁷. The nominated undertaker appointed to construct and maintain the Proposed Scheme will be contractually obliged to comply with assurances given during the passage of the Bill and entered on the Register of Undertaking & Assurances, and that obligation will bind its contractors and sub-contractors. As requested by the petitioner during the hearing⁸, the Promoter will require the nominated undertaker to raise the issue of the speed limit on Manor Road with Staffordshire County Council, in their capacity as highway authority, in the relevant Traffic Liaison Group (TLG) meeting (see paragraph 44).

The Woodland Trust (No. 99)

23. In paragraph 56 and 68 of the report the Select Committee said:

“The Woodland Trust said that on the A2/M2 link, where translocation had taken place, monitoring was being undertaken, but the Trust’s resources were limited which hampered its ability to undertake this work. The Committee would require an undertaking from HS2 to fund a longer-term ongoing research monitoring exercise on the translocation of the ancient woodland: this should include soil monitoring reports on areas associated with this project. As the history of ancient woodland is measured in centuries rather than decades we would expect the monitoring period to take account of the long timescale. This should be an ongoing research project funded adequately to inform any future proposals for translocation of ancient woodland. This project presents a good opportunity to undertake such a study.”

“...including additional funding for a long-term project to monitor the environmental impact of moving ancient woodland.”

24. The Promoter has set out indicative commitments⁹ to the management and monitoring of ecology led habitat creation in support of the Proposed Scheme, and has committed to 50 years of managing and monitoring in all locations where the translocation of ancient woodland soils is proposed. This covers only the management, maintenance and monitoring proposed during the period of establishment. Further discussions are in progress with Department for Environment, Food and Rural Affairs (Defra) and Natural England regarding an appropriate approach to on-going management, maintenance and monitoring beyond the establishment period.

⁷ Other than in emergencies or if required by the local authority (for example under Schedule 17 to the Bill. For the avoidance of doubt, construction worker traffic (cars/Light Goods Vehicles) may continue to use the whole length of Manor Road.

⁸ HC 927, Minutes of Evidence, 24 April 2018 (morning), Q289 and 309-310. “289. MR HUTTON: No, we would like the Committee to recommend to the county council lowering the speed limit – the 40 limit down to 30 and the rest of it down to 40 during the construction phase only. 309. MR HUTTON: And if you could also recommend to the county council who are the Highways Authority that they look at the speed limit. 310. THE CHAIR: At the limit. We will.”

⁹ See HS2 Phase 2A Information Paper E2: Ecology.

25. The Phase 2A Ancient Woodland Strategy published in January 2018¹⁰ explains that details of specific measures for long-term management and monitoring for each ancient woodland would be prepared at the relevant detailed design stage and included within the relevant iteration of the Ecology Site Management Plan (ESMP) for that location.
26. In addition, in recognition of the views expressed by the Select Committee, on 25 June 2018 the Promoter announced a £2m Phase 2A Woodland Fund to help local landowners create new native, broadleaf woodlands and restore existing ancient woodland sites. The Promoter will also scope a long-term project to monitor the environmental impact of moving ancient woodland, to inform any future proposals for the translocation of ancient woodland.

Community engagement

27. In paragraphs 47, 50, 51 and 66 of the report the Select Committee said:

“The witness, Mr Smith, referred to problems of engagement between HS2 and the local community: many elderly residents did not have or use computers and found engaging with HS2 difficult. Uncertainty contributed to the distress felt by the community, as did the disconnect between HS2 and some residents. This was also of great concern to the Committee.”

“...Furthermore we urge HS2 to give an assurance that local Parish Councils will be consulted during the detailed design phase of the project.”

“Here and more widely, the Committee would like to be told how HS2 will engage with the local community, and their councils, when drawing up more detailed plans.”

“The Committee is not persuaded that HS2 had given adequate consideration to the local community. We would like to see HS2 consult the wider communities who will be disrupted by the proposed works and adequately mitigate the impact on petitioners. We want assurance that HS2 will...ensure continued community involvement regarding the design of the Kings Bromley viaduct.”

28. On 4 June 2018 the Promoter provided the Select Committee with a note on the consultation and engagement undertaken during the route development phase and immediately after the deposit of the Bill for Phase 2A in July 2017, and the engagement that will take place during the construction phase. A copy of the note is at Annex A. The Promoter is committed to being a good neighbour and to respect the communities it is working with and the environment in which they live.

¹⁰ See

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/682444/hs2_phase_2a_ancient_woodland_strategy.pdf.

29. Kings Bromley viaduct is a key design feature and the nominated undertaker will engage the public on its design development. The engagement exercise will focus on engaging the public in the local area.¹¹

30. In paragraph 26, 50 and 67 of the report the Select Committee said:

“Included in such costings should be a significant additional sum of money allocated to traffic improvements for the areas affected by both options. We found the proposals for traffic management and routes inadequate and believe further work is needed from HS2 on impact and mitigation including multi-junction analysis of the totality of traffic flows.”

“The Code of Construction Practice for HS2 construction will include detailed plans for construction routes and contain the parameters for operation of HGV traffic. We understand the petitioners’ concerns and ask that HS2 give an assurance that they will revisit plans for proposed routes and the road networks in these areas and improve the design to accommodate and alleviate local concerns...”

“The Committee would like an assurance that HS2 will conduct further work on road networks, traffic flow and conduct multi-junction analysis with Staffordshire County Council, Lichfield District Council and Newcastle-under-Lyme Borough Council as well as Highways England. This work should focus on finding solutions for existing traffic problems and propose improvements for local residents, businesses and the wider community in both the short and longer term. We expect HS2 to pay particular attention to the following areas:

- mitigating the risk of congestion for the communities affected;
- thinking creatively to resolve existing traffic issues in preparation for the construction period;
- bringing longer term benefits to the community to assist traffic congestion.”

31. The Promoter recognises that the impact of construction traffic on local roads is a particular concern for those who live or work near the line of route. Where reasonably practicable, the Promoter is committed to ensuring that the adverse effects of such impacts are reduced, through measures such as the creation of new site haul routes adjacent to the route to transport construction materials and equipment, to take traffic off existing local roads; the use of rail transport for the movement of materials and waste in bulk; and, where this is not possible, HGVs would normally be routed along the motorways and the main A road network. Where it is appropriate to do so, improvements will be made to the existing road network to mitigate the impacts of construction traffic.

¹¹ See HS2 Phase 2A Information Paper D1: Design, which includes the list of key design elements.

32. As explained above, where it is appropriate to do so, improvements are proposed to be made to the existing road network to mitigate the impacts of construction traffic. The Bill includes significant proposals for improvements to the existing road network along the route (see the list at Annex B).
33. That said, in some cases improvements to the existing road network are simply not appropriate. Staffordshire County Council explained, in relation to Walton Roundabout and use of Pirehill Lane / Eccleshall Road, which was referred to by Mr Wilkinson on behalf of Stone Town Council and Chebsey Parish Council in his evidence about the location of the Stone IMB-R, that "...the existing junction is already over capacity during peak hours and there is very limited scope for on-site capacity improvements...". They went on to explain that that is why instead the "...County Council's request in its petition was to ensure that haul routes should be constructed at an early stage to avoid the use of the public highway wherever possible".¹²
34. As explained above, the Promoter proposes to create new site haul routes where this is the most appropriate way of taking traffic off existing local roads, and has given Staffordshire County Council the assurance it sought, to commence construction of the proposed haul roads as early as reasonably practicable in the construction programme and to prioritise their use by large goods vehicles as far as reasonably practicable.¹³
35. Inevitably though, in some cases, there is no alternative to using the existing local road network, no means of avoiding its use or improving it without significant extra land take, environmental impact and cost.
36. In reaching agreement with Staffordshire County Council – in their capacity as local highway authority for 85% of the route - the Promoter has given them assurances on a number of issues to mitigate the impact of HS2 construction traffic as a result of the concerns raised in their petition, following further consideration and assessment in consultation with the Council:
- to not use Kings Bromley as an HS2 large goods vehicle construction route;¹⁴
 - to see if alternative traffic management measures can be implemented to avoid the need to widen Bishton Lane;¹⁵
 - to develop an alternative construction traffic route to reduce the impact upon Beaconside;¹⁶
 - to develop an alternative to closing Common Lane;¹⁷ and

¹² See Alastair Lewis' letter of 9 May to the Chair.

¹³ See assurance 11.

¹⁴ See assurance 1.

¹⁵ See assurance 14.

¹⁶ See assurance 15.

¹⁷ See assurance 22.

- to upgrade Wood End Lane.¹⁸
37. The Promoter undertook modelling of junctions as part of the transport assessment within the Environmental Statement.¹⁹ This informed decisions on improvements required to the road network to accommodate construction traffic. As part of its ongoing work with Staffordshire County Council, the Promoter has been sharing that modelling work, and considering road networks, traffic flows and, where relevant, consideration of multiple adjacent junctions. As a result, the assurances given to the Council also cover a number of additional permanent and temporary road improvement works to address existing problems with the local road network at certain key locations and to deliver a long term safety and capacity legacy:
- the roundabout proposed at the junction of the A513 Rugeley Road and A515 Lichfield Road;²⁰
 - the introduction of traffic signals at the existing non-signalised intersection of the A513 and Marston Lane;²¹
 - works to widen the Hydrant Way approach to the A513 / A518 / Hydrant Way roundabout;
 - signalisation of the existing priority junction of A34 with Yarnfield Lane;
 - traffic signals at the existing non-signalised intersection of the A513 and Sandon Road (east);
 - the A51 / A34 Stafford Road (Brooms Road Roundabout);
 - the A51 London Road and A53 Newcastle Road junction; and
 - the A500 / A519 junction, the junction of the A519 / A5182 and the part of the A519 Newcastle Road between the two junctions.
38. This amounts to a significant package of additional permanent improvements to the local road network; the cost of the last three improvements alone is c£6.5m and the upgrade to Wood End Lane referred to in paragraph 36 would bring the total to £7.61m.
39. The Promoter considers it significant that following constructive engagement and dialogue on both sides, neither of the highway authorities for the local road network along the route felt it necessary to appear before the Select Committee on the issue.

¹⁸ See assurance 17 and Undertaking.

¹⁹ A copy can be found at <https://www.gov.uk/government/publications/hs2-phase-2a-environmental-statement-volume-5-traffic-and-transport>.

²⁰ See assurance 2.

²¹ See assurance 17 and Undertaking.

40. The Promoter has also given assurances to other petitioners to mitigate the impact of HS2 construction traffic as a result of the concerns raised in their petitions, for example:²²
- to Henry Chadwick Community Primary School (Petition No. 48), to restrict HS2 large goods vehicle construction traffic using School Lane in Hill Ridware. On the basis of the assurances given the petitioner did not appear before the Select Committee;
 - to the Landmark Trust (Petition No. 85), not to restrict pedestrian and vehicular access to Ingestre Pavilion and Tixhall Gatehouse. On the basis of the assurance given the petitioner did not appear before the Select Committee;
 - to Ingestre with Tixall Parish Council and others (Petition No. 110), to not prevent vehicular access to Ingestre from Hoo Mill crossroads via Ingestre Park Road;
 - to Mavesyn Ridware Parish Council (Petition No. 5), to restrict HS2 large goods vehicle construction traffic from using B5014 Uttoxeter Road through Hill Ridware and the section of Pipe Lane between Pipe Ridware and the junction of Pipe Lane and the proposed haul road at Common Lane. The Promoter had already brought forward a proposed new haul route that would remove the need for HS2 large goods vehicle traffic to go through Hill Ridware or Pipe Ridware in the Additional Provision deposited in March 2018;
 - to Newcastle-Under-Lyme Borough Council (Petition No. 141), to restrict large goods vehicle construction traffic from passing through Madeley Conservation Area; and
 - to the Wybunbury Combined Parishes Neighbourhood Plan Steering Group and others (Petition No. 83), to upgrade an internal haul road for use by HS2 HGV construction traffic, to substantially reduce HS2 HGV construction traffic along Den Lane / Wrinehill Road and Checkley Lane.
41. However, in recognition of the views expressed by the Select Committee, the Promoter will establish a £6.5m Phase 2A Road Safety Fund to help improve traffic, pedestrian, cycle and equestrian safety along the whole route, not just in Whitmore and Madeley, and to ensure that the Proposed Scheme delivers a lasting safety legacy. The fund will allow targeted investment to be made nearer the time, once the detailed design has been done.
42. Engagement and dialogue with the local highway authorities will continue as the Bill continues its passage and on into detailed design and construction. The Promoter has engaged with the Phase 2A highways authorities on matters of

²² The broad thrust of the assurances are summarised here. The complete texts, including the conditions applying to them, will in due course be published in the draft Phase 2A Register of Undertakings & Assurances.

common interest with a view to more regular meetings, under the aegis of the Phase 2A Planning Forum, being established. It is expected that these will start in Summer 2018. Membership would include the two local highway authorities, Highways England and the Department for Transport, and the members can consider if further highway or planning authorities should be invited to join, possibly on an ad hoc basis. The purpose of the sub-group would be to:

- facilitate engagement between members of the sub-group on matters related to local highway authority roads and public rights of way;
- seek agreement on a common approach to route-wide principles, standards, practices and processes associated with highway consents and approvals;
- present recommendations on highway-related planning consents and approvals to the Planning Forum; and
- identify and discuss areas of common interest and concern to local highways authorities along the Phase 2A line of route.

43. The final construction logistics arrangements will only be developed once the detailed design stage has been completed, which will be after Royal Assent to the Bill and once a main works civils contractor(s) has been appointed and carried out that work. The draft Code of Construction Practice (CoCP) includes a commitment that during construction the nominated undertaker will require that the impacts from construction traffic on the local community (including all local residents and businesses and their customers, visitors to the area, and users of the surrounding transport network) be minimised by its contractors where reasonably practicable.²³

44. As the Select Committee acknowledge, the CoCP also requires that a Route-wide Traffic Management Plan (RTMP) and local Traffic Management Plans (LTMPs) be produced. The details of what these plans will cover are set out at Annex C. A draft Phase 2A RTMP will be produced in Summer 2018. Amongst other things, the plans will set out the arrangements for engagement on temporary traffic management and the arrangements for establishing local Traffic Liaison Groups (TLGs). TLGs will enable liaison at an area- or scheme-specific level to continue on a more local basis during construction to discuss day-to-day issues around construction traffic management as they arise. TLGs will consider appropriate engagement with local communities directly affected by site specific traffic management plans on a case-by-case basis. The key objectives of TLG meetings will be to:

- enable consultation on the temporary traffic management programme and submissions;
- enable the highway authority to carry out its obligations to ensure there is a co-ordinated approach to traffic management in their area;

²³ See paragraph 14.1.1.

- ensure that local authorities, emergency services and bus operators are aware of programmed construction activities that could have an impact on the local and Strategic Road Network or other strategic routes;
 - deal with relevant construction traffic issues; and
 - oversee workforce travel management (unless a subgroup is established).
45. Moreover, under the planning regime established under Schedule 17 to the Bill the nominated undertaker would be required to seek approval from the relevant qualifying authority for the use by large goods vehicles of any routes to and from a working or storage site, a site where material will be re-used, or a waste disposal site (this does not apply to routes where the number of movements per day is 24 or less, nor to motorways and trunk roads or any part of the route beyond a motorway or trunk road).²⁴ Under Schedule 17, the qualifying authority can refuse or condition the approval on the basis that the proposals:
- “...ought to be modified –
- (i) to preserve the local environment or local amenity,
 - (ii) to prevent or reduce prejudicial effects on road safety or on the free flow of traffic in the local area, or
 - (iii) to preserve a site of archaeological or historic interest or nature conservation value,
- and are reasonable capable of being so modified.”
46. The nominated undertaker will be required to prepare Route Management, Improvement and Safety (ROMIS) plans to inform Schedule 17 pre-application discussions for main civil works. ROMIS plans will include a summary of measures required to facilitate the use of the route by large goods vehicles and measures required to ensure the safety and free flow of traffic in the proximity of construction site access points. Such measures will be subject to consultation with the local highway authority and, as necessary, approval in accordance with Schedule 4 to the Bill.
47. The Promoter has also given an assurance to Staffordshire County Council that where the provisions of Schedule 17 would not apply, because the proposed use does not exceed the qualifying threshold of 24 movements per day, and where reasonably practicable, routes to and from sites to be used by large goods vehicles will be discussed at the relevant local TLG so that any appropriate advice can be provided to the relevant contractor(s) prior to use of that route.²⁵

²⁴ This is explained further in HS2 Phase 2A Information Paper B2: The Main Provisions of the Planning Regime.

²⁵ See assurance 31 at https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/705543/Staffordshire_County_Council_-_Assurance_-_08052018.pdf.

48. In paragraph 68 of the report the Select Committee said:

“The Committee understands that a considerable amount of work has been done by HS2 on the Environmental Statement. We expect to see more imaginative and creative proposals for habitat enhancement along the route...”

49. As promised during the hearings on the National Farmers Union (NFU) petition, the Promoter has written to agricultural petitioners to provide additional information on the justification for the location of the proposed environmental mitigation that has been identified within their land holdings in the Environmental Statement. The information provided seeks to set out the reasons why environmental mitigation is proposed within the Bill, the rationale for its proposed location, and planned engagement with landowners during the detailed design stage regarding these matters.

50. In those letters the Promoter has explained that it would continue to engage with landowners who are directly affected by the Proposed Scheme in order to discuss the environmental mitigation proposals as the design develops, as set out in the HS2 Phase 2A Farmers and Growers Guide.²⁶

51. In addition, one of the assurances that the Promoter has agreed with the NFU, to be offered to farmers or rural business owner petitioners on a case by case basis, covers engagement during detailed design on the provision of ecological mitigation, with a view to minimising the loss of Grade 1, 2 and 3a agricultural land and to accommodating reasonable proposals from the relevant owner/tenant to modify the detailed design of the works or provision of other ecological mitigation for the purposes of facilitating the efficient management of the agricultural holding in question following construction.²⁷

52. In paragraphs 19, 66 and 69 of the report the Select Committee said:

“The proposal for the single tunnel is a costly option and the Committee would like to see an undertaking from HS2 to direct its resources instead toward improvements for the local and wider community.”

“We want assurance that HS2 will contribute towards benefits for the local and wider community...”

“We would like an undertaking that the community should benefit from this scheme and receive longer term benefits drawing on the £5m extended community and environmental fund. We would like to see more details about this fund including evidence that £5m is an adequate and appropriate sum.”

²⁶ See

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/640549/hs2_phase_2a_farmers_and_growers_guide.pdf.

²⁷ See assurance 16 on detailed design in Part B of the Annex to the Promoters letter to the NFU of 2 May 2018 at

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/705541/NFU_-_Assurance_-_02052018.pdf.

53. The Promoter notes what the Select Committee would like to see and has been directing resources to mitigating the adverse effects of the Proposed Scheme. The Promoter is also committed to ensuring the Proposed Scheme provides benefits to the local communities it affects. The Promoter has provided the Select Committee with a note on the Community and Environment Fund (CEF) and Business and Local Economy Fund (BLEF). A copy of the note is at Annex D. The note explains that the total funding made available to the CEF and BLEF on Phase 1 was £40m. In January 2018 the Promoter announced that a further £5m had been allocated to cover Phase 2A. This is proportionate to the Phase 1 allocation, based on population density across the two phases. The population along the route of Phase 2A is 13% of that along Phase 1, meaning that an allocation of approximately £5m is considered appropriate.
54. In addition to the CEF / BLEF, the Community Engagement Framework explains that the Promoter expects its contractors to invest its time, people, skills and equipment in the local community.²⁸ There is also the potential for contractors to fund local projects and activities, provided that there is no conflict with the CEF / BLEF. Contractors will formalise this corporate social responsibility activity into a Local Community Investment Programme (LCIP). Local community stakeholders, including local authorities, will be consulted on the LCIP.
55. On Phase 1, initial community investment activities are underway. For example, the Enabling Works Contractor in Area South has worked with the local community to tidy up an allotment area that had become disused. Staff from HS2 Ltd and the contractor cleared a large area that had become built up with rubbish, and a shed and BBQ were installed for the use of the allotment holders. Timber from trees felled in St James's Gardens in Camden is being dried and will be donated to the Camden Skip Garden Charity for use in community based projects; up to 4m³ of saw blanks will be contributed during the Summer. In Area Central, the Enabling Works Contractor will be undertaking improvement works on the grounds of a local primary school in Hertfordshire during the forthcoming Summer holidays.
56. The total allocated for Phase 2A funds is now £15.7m:
- £5m for the CEF/BLEF;
 - £6.5m for the Road Safety Fund (in addition to at least £7.61m committed to deliver highways improvements agreed with Staffordshire County Council);
 - £2m for the Woodland Fund;

²⁸ See Annex A. The Promoter expects the Phase 2A Community Engagement Framework to make the same provision.

- £1.5m for funding additional environmental enhancement measures within the remit of the Trent–Sow Parklands and Cannock Chase AONB HS2 Group;²⁹ and
- up to £700,000 for a Cheshire East environment and landscape enhancement fund.³⁰

Safeguarding and compensation

57. In paragraph 73 and 74 of the report the Select Committee said:

“This Bill is subject to the statutory land compensation code. That code is based on the principle of fair compensation or the ‘principle of equivalence’. Having heard from Mr Miller, HS2 Environmental Specialist, that a particular holding is very badly affected and the relevant business may have to be wound up, the Committee will be taking a keen interest in how this matter is conducted by HS2.”

“The Committee over the coming weeks will be paying particular attention to the direct compensation given to individuals businesses and communities.”

58. On 4 June 2018 the Promoter provided the Select Committee with a note on the statutory and non-statutory (discretionary) property compensation arrangements in place on Phase 2A. A copy of the note is at Annex E.

Later stages of the Bill

59. In paragraph 75 of the report the Select Committee said:

“We understand that Additional Provision 2 is currently scheduled for publication in December 2018. We would welcome an earlier publication so that we can begin consideration in the autumn. Earlier consideration of the Additional Provision could facilitate cost savings and we ask the Secretary of State to consider this proposal.”

60. The Promoter shares the Select Committee’s desire to make progress in considering petitions against the Bill and Additional Provisions, consistent with the right of both petitioners and promoter to a fair hearing as required by the quasi-judicial nature of the proceedings and the efficient use of the Select Committee’s time. The Additional Provision to the Bill is currently expected to be deposited around the turn of the year. The Promoter keeps the content and timing of Additional Provisions under regular review and will continue to keep the Select Committee updated as its plans crystallise.

61. The Promoter also shares the Select Committee’s desire to see the Bill reported from the Select Committee as soon as possible so that it can continue

²⁹ See the National Trust agreed statement read out in Select Committee by Counsel for the Promoter at the start of the afternoon session of 14 May 2018 (Q10).

³⁰ See the Cheshire East Council agreed statement read out in Select Committee by Counsel for the Council at the start of the afternoon session of 11 June 2018 (Q6).

its passage through Parliament, with a view to securing Royal Assent by the end of 2019. That would enable works to start in 2021 and be completed in 2027, some six years earlier than originally planned, accelerating the delivery of HS2 benefits to the North West.

NOTE ON CONSULTATION AND COMMUNITY ENGAGEMENT

HS2 PHASE 2A: CONSULTATION AND ENGAGEMENT**Introduction**

1. This paper describes the consultation and engagement undertaken during the route development phase and immediate aftermath of deposit of the Bill for Phase 2A in July 2017, and the engagement that will take place during the construction phase.

Consultation and engagement during the route development phaseChronology

2. Consultation and engagement has been undertaken in the context of the following stages and milestones during the route development phase¹:

<i>Purpose</i>	
Announcement of Initial Preferred Route for Phase Two	January 2013
Phase Two route and stations consultation	July 2013 - January 2014
Safeguarding consultation on West Midlands to Crewe (Phase 2A)	November 2014 - January 2015
Phase 2A Preferred Route and timescale announced. Consultation on property assistance schemes	November 2015 - February 2016
Site visits, route walks and meetings with directly affected stakeholders and their representatives; local authority officer and member briefings; and meetings with technical, statutory and commercial stakeholders	January 2016 - November 2016
Environmental and Equality Impact Assessment scope and methodology consultations	March 2016 – May 2016
Consultations on the Working Draft Environmental Impact Assessment (WDEIA) report, the Working Draft Equality Impact Assessment report, and Design Refinements	September 2016 - November 2016

¹ For more information see HS Phase 2A Information Paper A1: Development of the Proposed Scheme, and Volume 1 of the ES.

Site visits, route walks and meetings with directly affected stakeholders and their representatives, local authority officer and member briefings, and meetings with technical, statutory and commercial stakeholders	December 2016 - July 2017
Formal consultation on the Environmental Statement (ES) and Equalities Impact Assessment	July – September 2017
Formal consultation on the Additional Provision Environmental Statement and Supplementary Environmental Statement	March – May 2018

Consultation

3. Consultation has involved:

- supporting media to publicise the consultation and any local events;
- the production of leaflets and letters which are distributed to properties within the broad vicinity of the line of route;
- online information, in some instances with a dedicated consultation website;
- documents and maps which are available from the website and on request via a dedicated consultation telephone number;
- local information events which are open to the public and at which relevant specialist staff are present to answer questions;
- dedicated response channels, where people can respond by email, post or online;
- independent handling, analysis and reporting of consultation responses;
- the publication of a consultation report covering the main themes of the consultation responses once the consultation has closed; and
- the publication of a decisions document, setting out decisions taken as a result of the consultation process.

Engagement

4. Stakeholder engagement undertaken since November 2015 has included:

Community engagement meetings

- local community engagement to discuss local design and environmental matters. These were undertaken with community representatives, residents groups and individual land and property owners.

Environmental NGO forum

- environmental NGO engagement on general environmental matters.

Environment Forum

- statutory bodies and Government department engagement on general environmental matters.

Planning Forum

- local authorities that would have a role under the planning regime established under Schedule 17 to the Bill.

Bilateral discussions

- local authority engagement on local matters including design, environmental impacts and potential petitioning issues.
- Extensive discussions with many stakeholders, including directly affected landowners (eg Farm Impact Assessment meetings undertaken in 2016 as part of carrying out the EIA).

Public awareness

- dedicated media handling. In addition, both online and offline communication methods have been adopted, including the development of a dedicated HS2 website and the use of social media (eg Twitter, Facebook etc).
- a public enquiries team has been in place throughout the development phase, with a dedicated telephone number, email address and postal address.
- a series of information events held in August 2017 following deposit of the Phase 2A Bill.

Accessibility

5. A variety of mechanisms have been used to facilitate participation in consultations, such as:

- provision on request of translations of documents and publicity materials;
- wheelchair accessible venues for consultation and engagement events;
- Hearing Loops at certain venues;
- provision of materials, including maps, for those with visual impairments;
- interpreter services at certain venues;
- provision of transport to facilitate attendance at events in remote areas; and
- facilitating responses from people with disabilities.

Organisational change

6. In 2016 a number of organisational changes were made at HS2 Ltd. Those changes included the appointment of a Director of Community Engagement in December 2016 and the creation of a dedicated and expanded community engagement team. That expanded team included a team dedicated to Phase 2A community engagement. The team continues to be responsible for Phase 2A community engagement during the passage of the Phase 2A Bill, working alongside other teams in HS2 Ltd, such as the petition management and land & property teams.

Engagement that will take place during the construction phase

General principles

7. The general principles of community engagement we will follow are to:

- provide the overall community engagement framework for Phase 2A, owning the overarching policies and plan for engagement and ensuring the business has the right tools, materials and support to deliver;
- investigate any claim of a breach of any undertakings and assurances recorded in the register or any of the Environmental Minimum Requirements (EMRs) during construction;
- ensure contractor and sub-contractor compliance with community requirements, including with EMRs, undertakings and assurances, through performance of commitments, local agreements;

- provide a knowledgeable and professional point of contact for parties affected, or potentially affected, by construction;
- maintain and advertise a free telephone helpline;
- advertise community relations information and contact details (including via a website) on site signboards at prominent site egress and access points;
- engage with contractors, community representatives, local authorities, local councillors, residents, businesses, schools, transport operators, emergency services and statutory agencies;
- liaise with appropriate local community projects, employment and educational initiatives²;
- provide information to local residents, businesses, local authorities, local MPs and parish councils in advance of works taking place locally where appropriate;
- work with the independent Construction Commissioner and Residents' Commissioner (see below);
- provide a point of contact for a small claims procedure, relating to claims of physical damage to property. We will help to ensure that claims are progressed promptly by liaising with the small claims administrator³;
- respond quickly to emergencies, complaints or other communications. Where reasonably practicable, we will respond to complaints with an update within 24 hours;
- liaise closely with the emergency services, local authority officers and other agencies (through established contacts) who may be involved in incidents or emergency situations;
- ensure that there is a comprehensive emergency crisis plan for each section of the work and contractual recognition that we will coordinate with the relevant emergency services; and
- ensure compliance with the relevant requirements of equality legislation.

² See HS2 Phase 2A Information Paper H4: Skills and Employment.

³ see HS2 Phase 2A Information Paper C10: Small Claims Scheme.

Community Engagement Strategy

8. The Community Engagement Strategy was launched in September 2017 and sets out the 10 community commitments that have been made and how they will be used to measure performance. We have said we will:

- continue to build respectful, long-term relationships with our communities, and actively encourage our workforce to listen to local concerns and be considerate and accountable for their actions at all times.
- work with our communities to develop local two-way engagement and communication programmes, and ensure these are accessible and tailored to local needs.
- make sure communities are made aware in advance of any activities taking place in their area.
- operate a Freephone Community Helpline 24 hours a day, 365 days a year.
- make health and safety a priority for our communities and our workforce.
- respect the wellbeing of our communities, minimising disruption to their lives with local mitigation plans and activities, ensuring we meet the standards set out in the Code of Construction Practice (CoCP).
- leave a positive and sustainable legacy for the communities in which we operate.
- respond to questions and complaints quickly and efficiently, with an acknowledgement within 2 working days, and responding within a maximum of 20 working days if we cannot answer the query straight away.
- promote awareness of all our property schemes so that anyone who may be eligible has all the information they need and is aware of the support available to them.
- display the Residents' Commissioner's and Construction Commissioner's contact details on all relevant materials, along with the HS2 Helpline information and complaints procedure.

9. A copy of the Community Engagement Strategy is attached at Annex A.

Community Engagement Framework

10. Underneath the Community Engagement Strategy is the Community Engagement Framework, which sets out how we will manage the activity of our contractors and acts as a public expression of our commitment to high quality community engagement. Each

community will be represented by an engagement manager within the community engagement team, who will work in partnership with them to develop their local Community Engagement Plan. It and other information will be posted on a dedicated Commonplace website established for each area⁴. These local plans set out how we will engage with local communities whilst providing details of upcoming construction activities. The plans will be updated regularly as the construction programme develops. The engagement managers will work with the relevant teams in HS2 Ltd to ensure communities' perspectives are considered.

11. Phase 2A will be built by our contractors. On Phase One (and we would expect the same to apply on Phase 2A) each Tier One contractor is developing and implementing Community Liaison Plans. These plans include, amongst other things, information about where and when work will be taking place, plans for managing traffic and stakeholder communications, and tracking of compliance with the undertakings and assurances which have been agreed during the passage of the Bill.

12. A copy of the Community Engagement Framework is attached at Annex B.

Local Community Engagement Plans

13. A copy of the first Phase One Staffordshire local Community Engagement Plan is attached at Annex C.

Site-specific community groups

14. In general, any site or area-specific community liaison groups or forums will be engaged appropriately where they already exist or are established near the start of construction. Establishment of, or use of existing, local forums will be initiated at the request of local communities. The forums will address construction related issues and concerns.

Community engagement in design development

15. We recognise the importance of public engagement in the design development process. The exact scope and nature of public engagement will depend on the element being designed. For example, we would expect a higher degree of public engagement on those parts of the railway that have the most significant impact on people.

16. We plan to adopt the following approach for public engagement in design development:

- Key design elements - we will engage the public on the design development of key elements of infrastructure - including main viaducts and maintenance buildings in

⁴ the Commonplace website established for Staffordshire can be found at <https://hs2instaffs.commonplace.is/schemes/proposals/community-engagement-strategy-plans/details>.

sensitive areas. The engagement exercise is likely to focus on engaging the public in the locality where the infrastructure is located⁵.

- Common design elements - we will develop standard or common designs for certain permanent structures associated with the railway (such as road-bridges, foot-bridges, noise barriers). We undertake wider public engagement on design development for common design elements, including for example interactive online materials, with associated local and route-wide publicity.

Local plans

17. The Code of Construction Practice contains control measures and the standards to be implemented throughout the route. At a local level, site-specific control measures would be included within Local Environmental Management Plans (LEMPs). We and/or our contractors will engage with local communities, local authorities and other stakeholders in order to develop the LEMPs.

18. In addition, prior to the commencement of the works, Local Traffic Management Plans (LTMPs) would also be produced in consultation with the highway and traffic authorities, the emergency services and other relevant key stakeholders.

Construction Commissioner

19. An independent Construction Commissioner has been established. The Construction Commissioner's role is to mediate and monitor the way in which HS2 Ltd manages and responds to construction complaints. The Construction Commissioner mediates any unresolved construction related disputes between HS2 Ltd and individuals or bodies, and provides advice to members of the public about how to make a complaint about construction.

20. The Construction Commissioner was appointed in July 2016 and regularly meets with the Chief Executive Officer of HS2 Ltd to raise any concerns or emerging trends across the programme and produces periodic reports⁶.

Residents' Commissioner

21. An independent Residents' Commissioner has been established. The Residents' Commissioner holds HS2 Ltd accountable to the commitments made in the Residents' Charter⁷.

⁵ see HS2 Phase 2A Information Paper D1: Design, which includes the list of key design elements

⁶ these can be found at <https://www.gov.uk/government/collections/hs2-independent-construction-commissioner#construction-commissioner-reports>. His dedicated website can be found at www.hs2-cc.org.uk.

⁷ a copy of which can be found at

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/629939/hs2residentscharter.pdf.

22. The Residents' Commissioner started in post in January 2015 and oversees and monitors HS2 Ltd's commitments and produces periodic reports⁸. In addition, the Residents' Commissioner meets regularly with the Chairman of HS2 Ltd about emerging trends and concerns. The Residents' Commissioner does not investigate individual cases, act as an arbitrator for individual resident concerns, or deal with complaints.

23. The Residents' Commissioner's latest report, in January 2018, says:

"Community engagement is generally working well. The low volume of concerns on this topic raised with me recently reflects the substantial improvements that HS2 Ltd has made since 2015."

HS2 Ltd
June 2018

⁸ these can be found at [gov.uk/government/collections/hs2-ltd-residentscommissioner](https://www.gov.uk/government/collections/hs2-ltd-residentscommissioner). Her dedicated website can be found at www.gov.uk/government/publications/hs2-residents-charter.

Community Engagement Strategy

HS2 Ltd's approach to community engagement and what it means for you





Department for Transport

High Speed Two (HS2) Limited has been tasked by the Department for Transport (DfT) with managing the delivery of a new national high speed rail network. It is a non-departmental public body wholly owned by the DfT.

High Speed Two (HS2) Limited,
Two Snowhill
Snow Hill Queensway
Birmingham B4 6GA

Telephone: 08081 434 434

General email enquiries: HS2enquiries@hs2.org.uk

Website: www.gov.uk/hs2

High Speed Two (HS2) Limited has actively considered the needs of blind and partially sighted people in accessing this document. The text will be made available in full on the HS2 website. The text may be freely downloaded and translated by individuals or organisations for conversion into other accessible formats. If you have other needs in this regard please contact High Speed Two (HS2) Limited.

© High Speed Two (HS2) Limited, 2017, except where otherwise stated.

Copyright in the typographical arrangement rests with High Speed Two (HS2) Limited.

This information is licensed under the Open Government Licence v2.0. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence/version/2 **OGL** or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, ore-mail: psi@nationalarchives.gsi.gov.uk. Where we have identified any third-party copyright information you will need to obtain permission from the copyright holders concerned.



Printed in Great Britain on paper containing at least 75% recycled fibre.

HS2 is a transformative project

HS2 will form the new backbone of our national rail network, providing new capacity and better connecting our major cities, while creating more space for commuter and freight trains on our busiest lines. But you won't need to travel on HS2 to feel its benefits. By working with HS2 Ltd, communities have an opportunity now to make the very best of the arrival of HS2 for their local area.

We are at a turning point in the project's history – construction has started for Phase One of the new railway and your elected MPs will shortly begin debating Phase 2a of the project as the legislation for this section of the route enters Parliament.

At every point of this process I am demanding of HS2 Ltd that they treat those who are affected by the disruption caused by the construction and operation of the line with respect and integrity. It is something we must get right. This strategy outlines this approach, which I wholeheartedly support.

Since becoming the Minister for HS2 earlier this year I have heard from many communities regarding their experiences of how HS2 Ltd have been engaging with you and I will continue to challenge HS2 Ltd, on your behalf, to ensure they stand by the commitments outlined in this document.



Paul Maynard
Parliamentary Under
Secretary of State for Rail,
Accessibility and HS2

Respecting our communities

HS2 is the largest infrastructure project in Europe, 345 miles of new high speed railway connecting 8 out of 10 of the UK's largest cities. This means, unfortunately, that we cannot avoid affecting local residents and businesses, and so we have to be an exemplar project in our approach to engagement with communities. For me this means HS2 and our suppliers being actively involved with the community to build mutually beneficial, long term relationships. By doing so we will better understand local concerns and how we can work together to minimise disruption to peoples' lives, and where we make mistakes, learning from these will help us to constantly improve our engagement approach.

One of our guiding principles is to be a good neighbour and respect the communities we are working with and the environment in which they live. The legacy of HS2 will be judged on how the communities up and down the route feel they have been treated by us and our contractors. For me as Chief Executive this legacy is as important as our ability to deliver the railway safely, on time and to budget.



Mark Thurston
Chief Executive Officer,
High Speed Two (HS2) Ltd



Welcome to the Community Engagement Strategy

We are the largest construction project within Europe and, by association, we are facing the largest community engagement challenge currently in the UK. How we and our contractors behave is as important to the railway's success as delivering the project on time and ensuring value for money for the tax payer.

Our aspiration is to be a good neighbour every single day, by respecting the people and communities we impact and being sensitive to their needs, earning our social licence to operate.

We want to be clear about how you can get involved in the project and how we will keep you informed of progress or opportunities such as jobs, apprenticeships or small business contracts. We will work hard with our suppliers to ensure communications are tailored to local needs through community newsletters or noticeboards and, where possible, we will join local groups or meetings that are already in existence, such as local resident association or parish council meetings.

To be successful, we need to work with communities and build respectful, long-term relationships. I appreciate this will take time; we will need to demonstrate we are listening to and acting on the concerns of communities. Engagement Managers will be based out in the communities, providing timely responses to questions or complaints and acting as the voice of their community within the organisation. We have set out the ten commitments that we will use as the basis to measure our success, and that of our suppliers, in how we deliver the new railway.

These commitments will drive our thinking, actions and decision making, and those of our suppliers. Together, we will work hard to build trust and create opportunities for two way conversations with communities over the life of the project.



Julie King

**Director of Community
Engagement, High Speed Two
(HS2) Ltd**





Contents

1. Introduction	page 6
2. What is community engagement?	page 8
3. Our Engagement Strategy	page 12
4. Property compensation schemes	page 14
5. Our Community Commitments	page 16
6. HS2 timeline	page 18
7. Including everyone	page 20
8. How we will measure our success	page 25
9. Contacting us	page 26
10. Keeping your information safe	page 28



Network map

- New station (Phase One)
- New station (Phase 2b)
- Destinations served by HS2 services on existing network
- HS2 Line (Phase One)
- HS2 Line (Phase 2a)
- HS2 Line (Phase 2b)
- HS2 services on existing network

You can check maps to see the planned routes for the High Speed Two (HS2) rail network at www.gov.uk/check-hs2-route

1 Introduction

A new railway

"HS2 will change the economic geography of this country for the better, but for those we impact during construction the focus is more personal and, literally, closer to home. HS2 has to bridge that gap and strive to address people's concerns fairly and with appropriate sensitivity."

Sir David Higgins,
Chairman, HS2 Ltd

High Speed Two (HS2) is a new railway that will become the backbone of our national railway system.

It will create more seats for passengers on our crowded railways and better connect our cities and towns. It will help to provide growth and regeneration in our economy.

HS2 Ltd is the company created by the Government to make HS2 happen.

The route

Our plan is to build and deliver the new railway in two phases.

Phase One will link London with the West Midlands. Construction on Phase One will begin this year, and we expect passenger services to start operating in 2026.

Phase Two is being planned, and will link the West Midlands with Manchester, and with the East Midlands, South Yorkshire, Leeds and beyond. We expect the first Phase Two passenger services to start operating between the West Midlands and Crewe in 2027, and the full service by 2033.

Benefits

Throughout its life, HS2 will provide important benefits not only for the national economy but for the communities and areas it passes through. These benefits include jobs for local people, opportunities for small businesses, and apprenticeships across many disciplines. Through our suppliers we will invest in the communities in which the railway will operate.

We have the opportunity to develop a modern railway that eliminates risks to the health and safety of our workforce, passengers and the communities in which we operate. Safety will always be our first priority.

Engagement

The planning and construction of HS2 is a huge operation – it is currently the largest infrastructure project in Europe. How we and our suppliers respond to the views of local people, and how we behave, are as important to the railway's success as its engineering and our ability to deliver within budget.

This engagement programme is what this Strategy is all about.

"We need communities, businesses, passengers and our partners to put forward their views to ensure that the very best solution is taken forward, balancing the impact on residents, who may be affected by HS2 construction, with the broader benefits in terms of jobs and investment in the short, medium and long term."

Cllr Rachel Bailey, Leader, Cheshire East Council



Why community engagement matters to HS2

"I welcome the Community Engagement Strategy which represents a positive step forward for the organisation. It remains vital that HS2 continues to listen and respond to the communities affected by the new railway. I will monitor and review how the project is being delivered in line with the commitments set out in this strategy"

Deborah Fazan, HS2 Residents' Commissioner

HS2 affects the lives of thousands of people. The benefits will be huge, but the impact will be huge too.

Our aspiration is to be a good neighbour every single day, by respecting the people and communities we impact and being sensitive to their needs, earning our social licence to operate.

In order to build the railway, we must earn the trust and credibility to do so. We need to demonstrate that we understand local concerns, and that we have taken all reasonable steps to address issues that have been raised, whilst continually looking to lessen the impacts of the project.

Our success will depend on our ability to talk to local communities and act on what they tell us.

Of course, we will not always be able to do what some people or groups want us to do. When this happens we will be upfront, explaining why we cannot do it and what can be done instead.

In this Strategy we go into more detail about what community engagement is, how we are carrying out this important programme, and what it means for the communities concerned.



2 What is community engagement?

In order to deliver HS2 successfully, we need to understand and manage the full impact of the project.

The best way we can do this is by talking and listening to those affected, as well as working closely with local authorities and elected representatives.

Community engagement is about creating a long-term and trusted two-way conversation with the communities in which the railway will be built and operated. But it is not only about talking and listening. It is also about demonstrating how the views of local people are being taken into consideration in the design, construction and operation of the new railway.

What we mean by community

When we talk about community we mean any person, people, business or organisation who:

- > will be affected by the new railway or its construction;
- > has a special interest in HS2, such as environmental or technical stakeholders;
- > is elected to represent the communities in which the new railway will operate; and
- > is responsible for holding us to account.

How we will engage

We are committed to engaging with all these communities on the various aspects of the new railway, and we will do so using four types of engagement.

Informing

We will keep communities informed on the issues that affect them through clear, timely and tailored communications.

Involving

We will create opportunities for local communities to get involved throughout the design and delivery of the project, so that we take into consideration how they live, work and play.

Consulting

We will arrange formal, written, public consultations on the project. These will include making plans available for public review and seeking views from a range of interested parties to inform their development and delivery.

Responding

We will provide free and accessible options for communities to contact us to seek information and raise their concerns. We will respond to their requests and comments in a timely and comprehensive way.



Construction Compound

Here is a plan of the different construction compounds to be established across the area. It explains what will be happening in each compound and the role of the contractor to transport excavated material out of the site.

WILKINSON ROAD (WILKINSON ROAD CONSTRUCTION COMPOUND)

Wilkinson Road Excavation Compound
This is where excavated material from the Old Oak Tunnel Station and connecting lines will be stored until it can be used for the construction of the new line. Excavated material will be removed to the site.

Weymouth Road Excavation Compound
This compound will be used for the construction of the new line. Excavated material will be stored here until it can be used for the construction of the new line.

Weymouth Road Tunnel Compound
This is where the tunnel will be constructed. Excavated material will be used for the construction of the new line.

Weymouth Road Tunnel Compound
This is where the tunnel will be constructed. Excavated material will be used for the construction of the new line.

Weymouth Road Tunnel Compound
This is where the tunnel will be constructed. Excavated material will be used for the construction of the new line.

Weymouth Road Tunnel Compound
This is where the tunnel will be constructed. Excavated material will be used for the construction of the new line.

Weymouth Road Tunnel Compound
This is where the tunnel will be constructed. Excavated material will be used for the construction of the new line.

Weymouth Road Tunnel Compound
This is where the tunnel will be constructed. Excavated material will be used for the construction of the new line.



Birmingham
Interchange

MOUNTAIN
EQUIPMENT

Our Community Engagement Team

Everyone at HS2 Ltd, including our suppliers, has a responsibility to understand the impact their decisions and actions have upon the communities along the line of route and, in turn, on the reputation of the organisation.

Our Community Engagement Team acts as the voice of the local communities within HS2 Ltd and our suppliers, to help make this happen.

Each community is represented by an Engagement Manager within the Community Engagement Team who will work with them to develop a Local Area Engagement Plan. Our Engagement Managers will work with teams throughout HS2 Ltd to ensure communities' perspectives are considered and reflected where needed.

Best and relevant practice

We recognise that there is a large amount of existing best practice and guidance to support great community engagement, which we will apply to the HS2 project where it makes sense.

We will take the best of the best from other programmes to help us deliver an outstanding engagement programme of our own. We will also tap into the skills and experience of local authorities, the independent Design Panel, Residents' Commissioner and Construction Commissioner, to help us deliver great community engagement.

We will also create a specialist Community Engagement Panel who will give us expert advice and support to ensure our engagement programme is both innovative and comprehensive.

Code of Construction Practice

The Code of Construction Practice forms part of the Secretary of State's Environmental Minimum Requirements for the construction of the railway from London to the West Midlands. It sets out the standards and responsibilities to protect communities and the environment during construction.

The Code includes the requirement for local, site-specific measures to limit disturbance from construction activities, as far as reasonably practical. It covers areas such as hours of work, pollution, security, traffic and transport, noise and vibration, cultural heritage, ecology, landscape, air quality, water resources, flood risk, ground settlement, land quality, waste and agriculture, forestry and soil.

Future construction of the railway from the West Midlands to Crewe, Manchester, the East Midlands, South Yorkshire, Leeds and beyond, subject to approvals, will also follow the Code, which sets the minimum standard required in delivering the new railway. We will also learn lessons from construction activities already undertaken.

A copy of the Code can be found here: www.gov.uk/government/uploads/system/uploads/attachment_data/file/593592/Code_of_Construction_Practice.pdf

3 Our Engagement Strategy

Our values

Our vision is for HS2 to be a catalyst for growth across Britain.

We translate this vision into our mission, which is to deliver a new railway to better connect people.

We will do this, in part, by carrying out an exceptional community engagement programme and by being a good neighbour.

We will be judged not only by what we deliver, but by the way in which we deliver it.

We will demonstrate our values of Leadership, Respect, Integrity and Safety in the way we and our suppliers behave.

Here is how our vision, mission and values translate into the behaviours we want to see across HS2 Ltd and our supply chain every day.

Leadership

We will be transparent in our decision-making, and ensure we fully understand the impact of all our decisions. We will be open and accountable, and show we understand the needs and views of local communities. We will be collaborative and consistent in our engagement and communications.

Respect

We will listen, build trust, minimise surprises and anticipate concerns and address them up front. We will create a sense of community ownership and awareness of feelings and opinions. We will respond to our communities and stakeholders in a timely and accessible manner.

Integrity

We will be open and honest when sharing information. If we are not able to make a requested change we will explain why. We will deliver on our promises and do so collaboratively. We will report on our discussions and consultations fairly.

Safety

We will be inclusive in all our engagement activities. We will create safe environments and prioritise the health, safety and wellbeing of communities and our workforce. We will identify impacts and feed them back into the business.

We want you to be able to recognise an HS2 person – whether they are a member of staff, a contractor or a supplier – because they are delivering these behaviours every day.

We are not there yet, but we are committed to the hard work ahead to turn our aims into reality.



HS2 benefits

The HS2 programme will deliver a wide range of benefits to communities and businesses along the route as well as to the UK as a whole. These benefits range from jobs and skills now, through to making it easier for people, skills, goods and services to move around the country – giving people more choice about where they live, work or run their business.

More jobs and apprenticeships

Delivering HS2 will create approximately 25,000 jobs across the construction industry and supply chain, followed by ongoing employment opportunities that will result from operating the railway.

The creation of the National College for High Speed Rail, with campuses at Doncaster and Birmingham, together with the 2,000 apprenticeships resulting from HS2, will help people improve their skills and boost their individual earning

power. This will benefit the wider economy and improve the national skills base.

More information on jobs at HS2 Ltd and the apprenticeship programme can be found here: careers.hs2.org.uk/

More opportunities for business

HS2 will provide new opportunities for jobs and for regenerating local environments, boosting economic development long term.

Small and medium-sized businesses will be able to access a wider range of people, services, skills and suppliers. They also have new

opportunities to connect with larger businesses as they become part of the wider HS2 supply chain.

For example, in Doncaster a pre-fabrication facility will help prepare key construction materials to be used in the southern end of the route. This facility is supporting new

jobs and apprenticeships.

More information on how to register for business opportunities with HS2 can be found here: www.gov.uk/government/collections/hs2-business

More trains and more seats

HS2 passengers will benefit from more frequent, faster and more reliable train services, with greater choice and convenience across the rail network.

HS2 will bring more destinations within easy reach, increasing employment and leisure options. As travellers switch to HS2, the existing rail network will also see benefits: crowding will reduce and capacity for freight will increase, taking many lorries off busy roads.

The new line is being designed to withstand adverse weather, making the railway more reliable and reducing the risk of personal and business costs associated with disruption.

"The hope is that alongside the honest conversation about the impact of HS2 locally, we can also see local businesses benefiting from one of the largest infrastructure projects this country has ever seen."

Phillipa Batting, Managing Director,
Buckinghamshire Business First

4 Property compensation schemes

Communities and businesses located near the approved or proposed route will have access to the range of statutory and discretionary property schemes. Which scheme applies depends on the location of the property, as summarised in the diagram below.

We can help you to find out in which of the following four areas your property is located: safeguarded area; rural support zone; homeowner payment zone; or outside these zones.

If you are in a safeguarded area you can apply to sell your property through the Express Purchase scheme.

If you are in a rural support zone, you can apply for either a Cash Offer or Voluntary Purchase scheme, or the Need to Sell scheme.

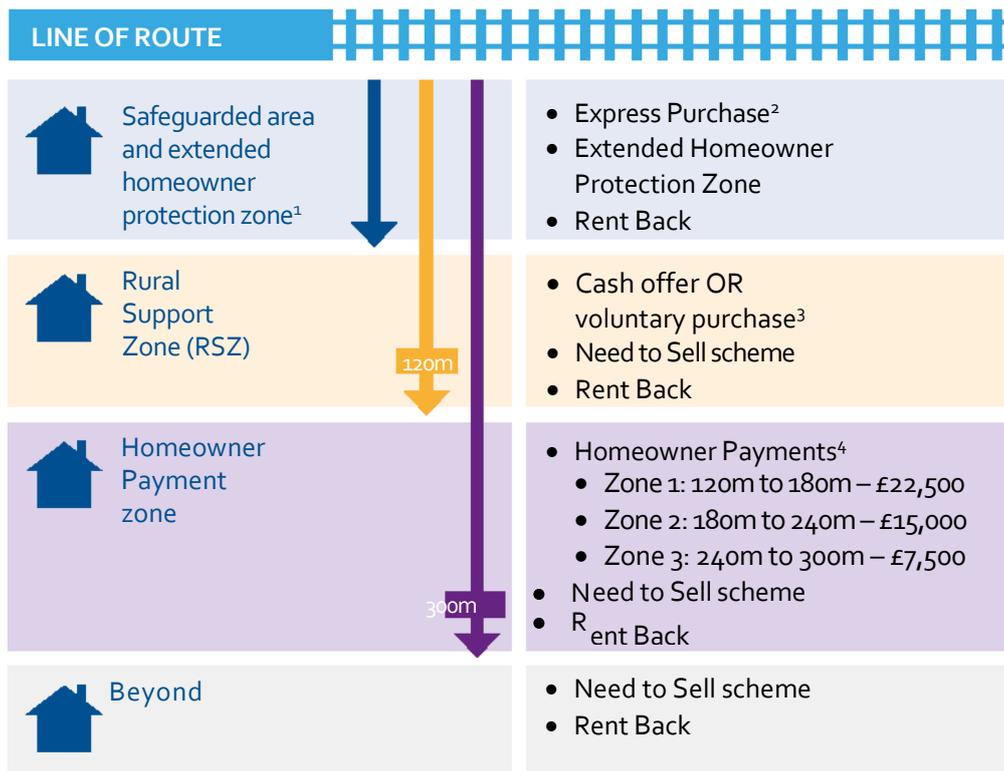
If you are in a homeowner payment zone between London and the West Midlands you can apply for the Homeowner Payment scheme. You cannot yet apply for this if you are affected by the railway between the West Midlands and Crewe, Leeds and Manchester.

This scheme is available once this section of the railway receives consent from the UK Government through Royal Assent.

If your property is affected but is outside all of these zones and safeguarded areas, or is not covered by one of these schemes, you can still apply for the Need to Sell scheme.

More information on all these schemes, as well as maps to help identify your location and distance from the new railway, can be found here: www.gov.uk/claim-compensation-if-affected-by-hs2

You can also call the Freephone Community Helpline on **08081 434 434** for more information or to ask a question.



¹Usually 60m in rural areas. ²Surface safeguarding only. ³Applies to rural areas only and does not extend to areas beyond deep tunnels. ⁴Only available after Royal Assent of the Bill. Applies to rural areas only and does not extend to areas beyond deep tunnels.

The above zones are generally based on distance from the line:

>) the safeguarded area is the land expected to be needed to build and operate the railway;

>) the rural support zone extends 120 metres from the centre-line of the line of route; and

>) the homeowner payment zone applies in rural areas only and is between 120 and 300 metres from the centre of the railway.



5 Our Community Commitments

Through our Residents' Charter we have identified ten Community Commitments which we will use as the basis for measuring our success, and that of our suppliers, in how we deliver the new railway.

"As construction begins, we want to send a strong reminder to HS2 and its contractors to abide to its binding duty of care and consider the impact on farmers' homes and livelihoods."

Guy Smith, Vice President, National Farmers' Union

We will:

- 1** Continue to build respectful, long-term relationships with our communities, and actively encourage our workforce to listen to local concerns and be considerate and accountable for their actions at all times.
- 2** Work with our communities to develop local two-way engagement and communication programmes, and ensure these are accessible and tailored to local needs.
- 3** Make sure communities are made aware in advance of any activities taking place in their area.
- 4** Operate a Freephone Community Helpline 24 hours a day, 365 days a year.
- 5** Make health and safety a priority for our communities and our workforce.
- 6** Respect the wellbeing of our communities, minimising disruption to their lives with local mitigation plans and activities, ensuring we meet the standards set out in the Code of Construction Practice.
- 7** Leave a positive and sustainable legacy for the communities in which we operate.
- 8** Respond to questions and complaints quickly and efficiently, with an acknowledgement within 2 working days, and responding within a maximum of 20 working days if we cannot answer the query straight away.
- 9** Promote awareness of all our property schemes so that anyone who may be eligible has all the information they need and is aware of the support available to them.
- 10** Display the Residents' Commissioner's and Construction Commissioner's contact details on all relevant materials, along with the HS2 Helpline information and complaints procedure.

"I'm not one of those that's dead against it, I do get why it's needed. But I think it's so important that they listen to what the residents have to say because this is going to affect our village so much, not just once it's up and running but all the disruption it's going to cause while it's being constructed."

Amanda Turner, Route-side resident, Leicestershire

Greater detail on these ten Community Commitments will be included in the Local Area Engagement Plans which we will be developing in partnership with local communities.

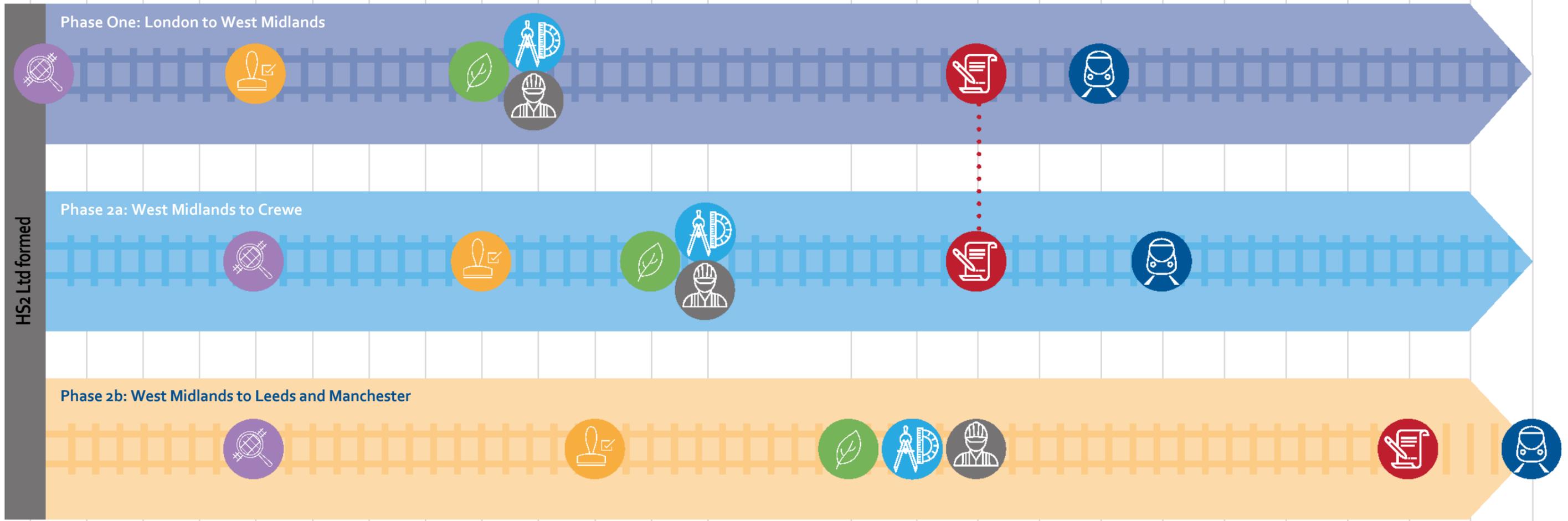
We will continue to monitor and report on our progress, and also to look for ways to improve how we carry out our business.



6 HS2 timeline

2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021

2022 2023 2024 2025 2026 2027 2028 2029 2030 2031 2032 2033



Delivery of the railway runs to 2033, with services running from 2026 onwards. This diagram shows the changing focus over that time – from planning and approvals, to design and construction and into railway operations.



Initial route investigations
Activities can include formal consultations to understand the views of communities and impact assessment to understand how the environment may be affected and what mitigation measures will be required.



Permissions and approvals
A formal parliamentary process where the delivery of the railway is discussed within the UK Parliament. During this period those communities directly affected are able to formally petition, communicating their views to Parliament.



Ground investigations, ecological and archaeological works
Can involve formal requests for access to land or property to conduct surveys which inform the design of the railway. Activities include protecting ecological species and their habitats, recording our history through an extensive archaeology programme and digging holes in specific locations along the line of route to investigate what is beneath the surface.



Set up for construction
Activities could include removing or installing office space, delivering or removing equipment or materials within the site, and an increased number of HS2 Ltd personnel on site.



Construction
Activities could include preparing the ground for construction and delivering the physical works required to build the new railway.



Operational testing
Activities could include testing trains and the track by running trains along the line of route.



Operational railway
The railway becomes part of the UK transport network with services operating.

7 Including everyone

How we will engage with communities

In line with our commitment to two-way engagement tailored to local needs, we will use a range of activities to ensure the programme is genuinely collaborative.

Details on how these will be used locally will be determined in the Local Area Engagement Plans, which will be developed with each respective local community.

Examples of how we will engage with communities include:

Informing

Local events that are open to the public and at which specialist staff are present to answer questions or concerns, ensuring supporting media to publicise the events.

Production of leaflets or letters that are distributed to properties, businesses or land owners who are along the line of route or impacted by construction.

A dedicated HS2 website that provides route-wide and local information as well as using appropriate social media platforms.

Provision of documents, information and maps that are available online or on request via a dedicated Freephone Community Helpline.

Specific targeting of local publications and media to inform communities of activities taking place in their area.

Involving

Conversations with communities delivered locally, through dedicated Engagement Managers.

Specific workshops and discussions on the design of key features along the line of route, such as stations, vent shafts, viaducts and hoardings.

Interactive archaeology and ecology programmes.

Bilateral meetings with local authorities and elected members along the line of route.

Participating in existing community forums and events.

An education programme for schools affected by the construction programme.

Local Community Investment Programmes that provide sustainable benefits.

"I'm actually really impressed today with how much time they've given to talk to us. I am still concerned by what effect, particularly the building of the line, might have, but just the organisation and resources that have been made available today is great."

Resident at a Phase 2b information event, Measham



Consulting

Specific consultation programmes focused on land and property schemes available and bilateral discussions with those affected.

Formal consultations for route design and Environmental Impact Assessments along the line of route.

Publication of consultation reports covering the main themes of the consultation responses, setting out what decisions were taken as a result of the process.

Provision of clear information at consultation events and in communications to ensure communities understand next steps.

Responding

Dedicated communications channels, where people can contact HS2 Ltd with enquiries by telephone, email, post or online.

A route-wide engagement team who are visible, agile and responsive to their communities.

A knowledgeable public response team who are well informed and able to answer questions and respond to concerns in a timely manner.

Attendance at and participation in local events.

Provision of regular feedback on activities and how community views have been addressed.

Provision of a clear complaints process that is accessible to all.



Inclusivity and accessibility

We have an Equality, Diversity and Inclusion (EDI) Policy, which represents best practice in ensuring inclusivity and access for all. We will use the EDI Policy to guide our approach to engagement.

We will make equality, diversity and inclusion part of all our activities, and look to prevent discrimination, harassment and bullying.

We will seek opportunities to promote inclusive development so that no one experiences disproportionate disadvantage as a result of the planning, design, construction and operation of HS2.

We will also create opportunities for local people and companies to benefit from the investment in HS2, such as through the National College for High Speed Rail.

In addition, we will take a number of practical steps to help maximise access to the engagement activities. Where possible we will:

- > provide, on request, translations of documents and publicity materials, including this Strategy;
- > use accessible venues for consultation and engagement events;
- > provide hearing loops/sign language experts at venues;
- > provide interpreter services at venues; and
- > provide transport to enable attendance at events in remote areas.

"I want to thank your Engagement Manager for taking the time to visit us at home. It was very helpful to have the scheme explained in such detail so that we can understand the impact of the HS2 here. We've also now received the large print maps from you, so we can study them in our own time. Thank you for all your help."

Sight-impaired resident, Long Eaton







8 How we will measure our success

Every six months, we will publish progress reports which measure our progress against our ten Community Commitments.

"This document is important because it sets out standards which we can expect HS2 to follow. I will be monitoring these independently through HS2's construction and challenging HS2 to meet these standards."

Gareth Epps,
Independent HS2 Construction
Commissioner

We will know we have been successful when there are real examples of achieving our ten Community Commitments.

Every six months we will publish progress reports which measure our progress against the Commitments.

As well as providing transparency about our performance, these reports will help us to continuously learn and improve.

The reports will show how well we and our contractors are performing across a range of indicators:

- > how well we handle your enquiries;
- > how well we handle your complaints;
- > our progress against our Strategy and our Local Engagement Plans;
- > our contractors' progress against their engagement delivery plans;
- > how well we are informing communities about works taking place in their area;
- > how well we demonstrate that we are continually looking to lessen the impacts of the programme;
- > what long-term benefits our investment programme is delivering in communities;
- > evidence that our staff and contractors understand, and are behaving consistently with, this Strategy; and
- > review and analysis of the feedback on how we are doing.

In addition, we will use and learn from the independent assessments and reports that will be provided by the Residents' Commissioner and Construction Commissioner.



9 Contacting us

Community Helpline

We will operate a Freephone Community Helpline 24 hours per day, 365 days per year, for the duration of the project to answer questions, manage all complaints and coordinate incident responses.

The Helpline is available at HS2enquiries@hs2.org.uk and telephone **08081 434 434**.

We also operate a Freephone Minicom service on **08081 456 472** for those with hearing difficulties.

You can also write to us at:

**HS2 Community Hub High Speed Two (HS2) Ltd
Two Snowhill
Snow Hill Queensway
Birmingham B4 6GA**

We will include these contact details on all community engagement materials.

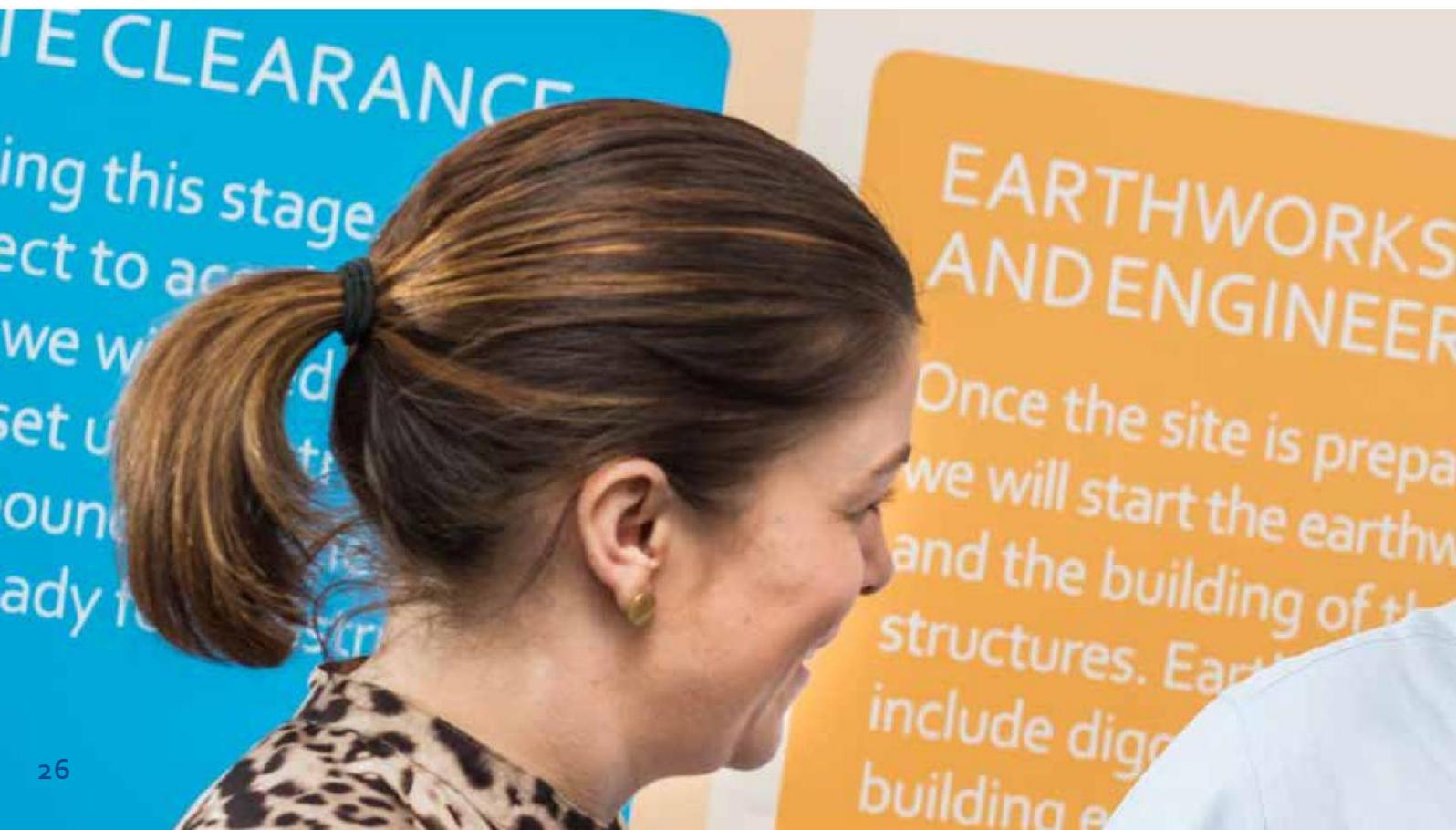
Copies of this Strategy

Please contact us via the above details if you would like a translated, large print or Braille copy of this Strategy.

Holding us to account

If you are unhappy for any reason you can make a complaint via the helpline. We will acknowledge your complaint within 2 working days and let you have a full response within 20 working days. If it is not possible to respond fully within this timescale, we will write and let you know why and say when you should expect to receive a full response.

24/7 Freephone **08081 434 434**
Email HS2enquiries@hs2.org.uk
Minicom **08081 456 472**



Residents' Commissioner

The independent Residents' Commissioner holds HS2 Ltd accountable to the commitments made in the Residents' Charter.

The Residents' Commissioner oversees and monitors our commitments to you, produces a periodic report, published at www.gov.uk/government/collections/hs2-ltd-residents-commissioner and meets regularly with the HS2 Ltd Chairman about emerging trends and concerns.

The Residents' Commissioner does not investigate individual cases, act as an arbitrator for individual resident concerns, or deal with complaints.

The Residents' Commissioner can be contacted on residentscommissioner@hs2.org.uk www.gov.uk/government/publications/hs2-residents-charter

Construction Commissioner

The independent Construction Commissioner's role has been developed to mediate and monitor the way in which HS2 Ltd manages and responds to construction complaints.

The Construction Commissioner will mediate any unresolved construction related disputes between HS2 Ltd and individuals or bodies, and provide advice to members of the public about how to make a complaint about construction.

The Construction Commissioner regularly meets with the HS2 Ltd Chief Executive Officer to raise any concerns or emerging trends across the project.

The Construction Commissioner can be contacted on complaints@hs2-cc.org.uk and you can visit the dedicated website at www.hs2-cc.org.uk



10 Keeping your information safe

We know how important it is to protect your privacy and to comply with relevant data protection and privacy legislation.

If we ask for your personal information, we will:

- >) let you know why we need it;
- >) only ask for what we need and not collect excessive or irrelevant information;
- >) make sure nobody has access to it who should not;
- >) not share it with other organisations unless we have told you in advance or unless we are obliged to do so by law;
- >) only keep it for as long as we need to; and
- >) not make it available, or sell it, for commercial use, such as marketing.

In dealing with your personal information, we will:

- >) value the personal information entrusted to us and make sure we respect that trust;
- >) abide by the law when it comes to handling personal information;
- >) consider the privacy risks when we are planning to use or hold personal information in new ways, such as introducing new systems; and
- >) provide training to staff who handle personal information and respond appropriately if personal information is not used or protected properly.

To help us keep your information accurate and up to date, we ask you to give us accurate information and tell us as soon as possible of any change of circumstances.

You can find out what personal information, if any, we hold about you by making a 'subject access request'.

If we do hold information about you, once we have confirmed your identity, we will give you a description of it, why we are holding it and who it could be disclosed to, and will provide you with a copy of the information in an intelligible form.

If you wish to make a subject access request, please contact us via the details below.

It will help us to locate any data we might hold about you if, in making your request, you could state what dealings we have had with you and why you expect us to hold information about you.

It is not the policy of HS2 Ltd to charge for subject access requests.

If you are unhappy with the way we have handled your personal information and wish to make a complaint, please contact our Data Protection Officer.

We will acknowledge your complaint within 2 working days and let you have a full response within 20 working days. If it is not possible to respond fully within this timescale, we will write and let you know why and say when you should expect to receive a full response.



High Speed Two (HS2) Limited
Two Snowhill,
Snow Hill Queensway,
Birmingham B4 6GA

Freephone Community Helpline: **08081 434 434**

Email: HS2enquiries@hs2.org.uk

Minicom: **08081 456 472**

© All photographs: HS2 Ltd



COMMUNITY ENGAGEMENT FRAMEWORK

Annex B



Community Engagement Framework



Department for Transport

High Speed Two (HS2) Limited has been tasked by the Department for Transport (DfT) with managing the delivery of a new national high speed rail network. It is a non-departmental public body wholly owned by the DfT.

High Speed Two (HS2) Limited,
Two Snowhill
Snow Hill Queensway
Birmingham B4 6GA

Telephone: 08081 434 434

General email enquiries: HS2enquiries@hs2.org.uk

Website: www.gov.uk/hs2

High Speed Two (HS2) Limited has actively considered the needs of blind and partially sighted people in accessing this document. The text will be made available in full on the HS2 website. The text may be freely downloaded and translated by individuals or organisations for conversion into other accessible formats. If you have other needs in this regard please contact High Speed Two (HS2) Limited.

© High Speed Two (HS2) Limited, 2017, except where otherwise stated.

Copyright in the typographical arrangement rests with High Speed Two (HS2) Limited.

This information is licensed under the Open Government Licence v2.0. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence/version/2 or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or [e-mail: psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk). Where we ηαπε ιδεντιφιεδ ανη τηρηδ-παρτη χοπυριγητ ινφορματιον ψου ωιλλ νεεδ το οβ ταιν permission from the copyright holders concerned.



Πρινητεδ ιν Γρεατ Βριταιν ον παπερ χονταινιγ ατ λεαστ 75% ρεχψηχλεδ φιβρε.



Contents

1	Introduction	4
	1.1 Introduction	4
2	Context	5
	2.1 Purpose and scope	5
	2.2 Definitions	5
3	HS2 Ltd Community Relations Team (CRT)	7
	3.1 Responsibilities	7
	3.2 Small claims procedure	8
4	Contractor's Community Relations Representative (CRR)	8
	4.1 Responsibilities	8
	4.2 Farmers and Growers	9
5	Contractor Engagement Plans and Strategies	10
	5.1 Scope	10
	5.2 Enabling Works Contract (EWC)	10
	5.3 Main Works Civils Contract (MWC)	10
6	Advance notification of works	11
	6.1 Scope	11
7	Design development	12
	7.1 Scope	12
8	Health and Safety	13
	8.1 Scope	13
9	Complaints and enquiries	13
	9.1 HS2 Ltd helpdesk and website	13
	9.2 Written complaints and enquiries	14
	9.3 Complaints and enquiries received by the contractor	14
	9.4 HS2 Construction Commissioner	15
	9.5 HS2 Residents' Commissioner	15
10	Local community initiatives and liaison	16
	10.1 Considerate Constructors Scheme (CCS)	16
	10.2 Local Community Investment Programme (LCIP)	16
11	Community Survey	17
	11.1 Scope	17
12	Annex A – Community engagement document hierarchy	18
13	Annex B – Information sheet example	19
14	Annex C – CLP template	20

1 Introduction

1.1 Introduction

- 1.1.1 High Speed Two (HS2) is a railway network proposed by the Government to provide a new link between London, the West Midlands, South Yorkshire, Leeds and Manchester. The Government expects that HS2 will significantly increase capacity on the rail network, reducing journey times and enhancing connectivity, and regards it as a key element of its vision for sustainable economic growth.
- 1.1.2 This document is written under the assumption that the nominated undertaker for the project will be HS2 Ltd. It is also recognised that there may be more than one nominated undertaker – for example HS2 Ltd could become the nominated undertaker for the main railway works, while Network Rail could become the nominated undertaker for works to an existing station such as Euston. All nominated undertakers will be bound by the obligations contained in the Bill and the policies established in the Environmental Minimum Requirements (EMRs).
- 1.1.3 The objectives of this framework document are:
- to set out how HS2 Ltd and its contractors will undertake community engagement during the construction of the project;
 - to support HS2 Ltd’s mechanisms for managing the performance of its contractors in relation to community engagement;
 - to provide clarity and reassurance to HS2 Ltd’s stakeholders about how it will manage community engagement activity;
 - to help HS2 Ltd be a good neighbour to local communities, including by providing accurate and timely information about construction works and offering opportunities to influence them, where appropriate;
 - to demonstrate the benefits of HS2 as a vital addition to the UK rail network;
 - to be compliant with all statutory duties, undertakings and assurances following Royal Assent and other relevant legislation;
 - to be compliant under the Equality Act 2010;
 - to be compliant under the Environmental Minimum Requirements (EMRs).
- 1.1.4 HS2 Ltd is committed to sharing information throughout the lifetime of the project and regularly seeking views from stakeholders and the community. This will help to ensure that a mutually beneficial and effective dialogue is maintained and that issues raised by the community can be dealt with in a timely manner.
- 1.1.5 This will be undertaken while complying with all relevant legislation and giving due regard to best practice regarding equality and inclusivity. Where required, information will be provided to communities in appropriate and accessible formats.
- 1.1.6 HS2 Ltd will continue to abide by the [Freedom of Information Act \(FoIA\) 2000](#) and the [Environmental Information Regulations \(EIR\) 2004](#). This will be maintained through company-wide procedures.

- 1.1.7 This framework has been produced taking into account tried and tested procedures, strategies, relevant undertakings and agreements and statutory requirements used on similar major construction projects. This reflects the nominated undertaker's commitment to constantly review and discuss the effect on communities of building a large project in both a rural and urban environment.

2 Context

2.1 Purpose and scope

- 2.1.1 The Community Engagement Framework sits under the HS2 Ltd Community Engagement Strategy which is applicable for the whole of the HS2 project. It has been written in line with the Code of Construction Practice (CoCP).
- 2.1.2 The framework sets out how HS2 Ltd and its contractors, as well as their sub-contractors, will undertake community engagement during the construction of the project. It therefore underpins how HS2 Ltd will manage the activity of its contractors and acts as a public expression of its commitment to high quality community engagement.
- 2.1.3 It should be noted that the framework covers HS2 Ltd's general and standard approach to community engagement. Any relevant and specific undertakings and assurances given to individual stakeholders, including local authorities, will be reflected in the eventual strategies and plans that this framework describes.

2.2 Definitions

- 2.2.1 **Code of Construction Practice (CoCP):** The [Code of Construction Practice](#) sets out specific details and working practices in relation to site preparation (including site investigation and remediation, where appropriate), demolition, material delivery, excavated material disposal, waste removal and all related engineering and construction activities. These will be the arrangements by which the nominated undertaker and any sub-contractors will be required to work. The CoCP is one of the [Environmental Minimum Requirements](#) (see point 2.2.10).
- 2.2.2 **Community Relations Team (CRT):** HS2 Ltd's Community Relations Team.
- 2.2.3 **Community Liaison Plans (CLP):** comprehensive documents produced during main works explaining how the main works contractor will undertake community engagement activity in their contract area. This includes what audiences they are targeting, what specific activity they will undertake and how it will be measured.
- 2.2.4 **Community Engagement Strategy:** an overarching document which will be finalised by HS2 Ltd post-royal assent – setting out its principles, approach and high level plans for community engagement.
- 2.2.5 **Community Engagement Delivery Plans:** documents that HS2 Ltd is producing for each contract area prior to royal assent – setting out the specific local audiences, issues and engagement opportunities. The documents will act as contextual information for HS2 Ltd's contractors to use when developing their own plans.

- 2.2.6 **Contractor and Sub-Contractor:** a contractor engaged by either HS2 or another nominated undertaker.
- 2.2.7 **Contractor's Community Relations Representatives (CRR):** Community Relations Representatives engaged by the contractor to follow the Community Engagement Framework and to develop related engagement strategies/plans.
- 2.2.8 **Enabling Works Contract (EWC):** contracts for the delivery of preparatory work for phase one of the project, between London and the West Midlands. The EWC covers a range of activities including utility diversions, ecology surveys, archaeology, establishing site compounds, site clearance, demolition and road works. The work is split into three contracts covering northern, central and southern sections of the route.
- 2.2.9 [Environmental Information Regulations \(EIR\) 2004:](#) UK Statutory Instrument that provides a statutory right of access to environmental information held by UK public authorities.
- 2.2.10 [Environmental Minimum Requirements \(EMRs\):](#) set out the high-level environmental and sustainability commitments that the Government will enter into through the hybrid Bill process. The EMRs consist of a suite of framework documents which will: (i) define the mechanisms by which the nominated undertaker will engage with communities and other stakeholders; and (ii) implement environmental and sustainability management measures designed to protect communities and the environment during detailed design development and construction.
- 2.2.11 **Enabling Works Community Engagement Strategy:** high-level documents setting out how the enabling works contractor will undertake community engagement within their area of responsibility.
- 2.2.12 [Freedom of Information Act \(FoIA\) 2000:](#) an Act of Parliament of the United Kingdom that creates a public 'right of access' to information held by public authorities.
- 2.2.13 [Health and Safety Standard:](#) a document that provides clarity to suppliers about HS2 Ltd's expectations for the management of health, safety and wellbeing.
- 2.2.14 **Local Environmental Management Plan (LEMP):** documents produced for each affected local authority area, outlining site-specific control measures for environmental issues, such as air quality, traffic and transport, noise and vibration, ecology and ground settlement.
- 2.2.15 **Local Traffic Management Plan (LTMP):** documents that will set out local traffic control measures for the area they cover. They will be aligned to local authority boundaries in most cases. More information can be found in the [Route-wide Traffic Management Plan.](#)
- 2.2.16 **Main Works Contract (MWC):** contracts covering main construction works for phase one of the project. The first tranche of the MWC covers the construction of the surface route and tunnels. It is split into seven contract packages covering sections of the line of route.
- 2.2.17 **Nominated undertaker:** a body nominated by the Government to undertake the construction and maintenance of the HS2 project (there may be more than one such nominated undertaker). It is anticipated for the purposes of this document, that HS2 Ltd will be appointed as the nominated undertaker and hence the terms in this document are interchangeable.

- 2.2.18 **Work Package Community Engagement Plan:** documents produced during enabling works explaining what community engagement activity an enabling works contractor will carry out for an individual work package, in-line with their overall area-wide engagement strategy.

3 HS2 Ltd Community Relations Team (CRT)

3.1 Responsibilities

3.1.1 Hs2 Ltd will appoint a Community Relations Team (CRT), the structure of which will reflect the practical requirements for construction of the project.

3.1.2 The CRT will have the following responsibilities:

- provide the overall community engagement framework for HS2, own the overarching policies and plans for engagement and ensure the business has the right tools, materials and support to deliver;
- provide a trusted, knowledgeable and professional point of contact for parties affected, or potentially affected, by the construction of HS2;
- through regular reports and audits, ensure that engagement takes place with contractors, community representatives, local authorities, local councillors, residents, businesses, schools, transport operators, emergency services, statutory agencies and internally;
- through regular reports and audits, ensure contractor and sub-contractor compliance with community requirements, including with EMRs, undertakings and assurances, commitments and local agreements;
- work with and support the Construction Directorate delivery teams to enable full and consistent communication with the community and key stakeholders;
- ensure that target audiences, including local residents, businesses, local authorities, MPs and parish councils are informed in advance of works taking place locally where appropriate (see section 6);
- help deal with complaints and enquiries received by the 24-hour project helpdesk (see section 9);
- work with the independent Construction Commissioner and Residents Commissioner;
- work with the Construction Directorate to investigate any claim of a breach of any undertaking and assurance recorded in the register or any of the EMRs during the construction of HS2;
- host and arrange visits to sites and offices as required under the overall responsibility of the contractor;
- analyse performance of community engagement activity and modify and update procedures when necessary; and
- keep up to date with any relevant legislation, including equalities, to ensure compliance with public sector duties.

3.1.3 The CRT will produce Community Engagement Delivery Plans which will inform the content for the contractors' strategies and/or plans (Section 5).

3.1.4 In order to identify those working on the HS2 project, all relevant staff members and contractors (including sub-contractors) will carry photographic identification at all times to enable them to enter security areas, incident control centres as necessary and to identify themselves with the public.

3.2 Small claims procedure

3.2.1 The nominated undertaker will establish a small claims procedure to provide a positive and clear mechanism for minor, construction-related, residential, small business or agricultural claims.

3.2.2 For more information see HS2 [Information Paper C10: Small Claims Scheme](#).

4 Contractor's Community Relations Representative (CRR)

4.1 Responsibilities

4.1.1 The nominated undertaker will require each of its contractors to employ a suitably experienced Community Relations Representative (CRR), for each of the contract areas once they are established.

4.1.2 The CRR will be required:

- to adhere to the Community Engagement Framework, the HS2 Ltd Community Engagement Delivery Plans, Local Environmental Management Plans and Local Traffic Management Plans;
- to adhere to the EMRs as well as any undertakings and assurances related to engagement;
- to be fully up to date with the specific works programme in their area of responsibility;
- to liaise with nearby worksites (HS2 or otherwise) ensuring coordinated and joined-up communication, where possible;
- to be conversant with local demographics, culture and political representation in their area of responsibility and ensure all site staff are briefed on any issue of note;
- to be conversant with the Local Environmental Management Plans (LEMPs) and be aware of their content for different contract areas;
- to ensure that all subcontractors comply with all legal and contractor requirements in relation to community relations, particularly to different scopes of work;
- to develop and implement strategies and/or plans related to community engagement (see Section 5);

- to notify occupiers of properties, within a specified area, and wider recipients, as agreed by HS2 Ltd in advance of works commencing (see Section 6);
- to display public information at all worksites (in the form of posters, bulletins and information sheets etc) to be approved by the HS2 Community Relations Team in advance and include contact details for the Hs2 helpdesk as well as the HS2 website address;
- to be the community relations representative for the local community and endeavour to work directly with the general public as the worksite's first point of contact and endeavour to deal with any immediate incidents, problems or queries as swiftly as possible, keeping the CRT fully informed at all times;
- to manage and resolve complaints or queries directed to the CRR from the CRT or through the site's project management and initiate any necessary enforcement or corrective action. They should also advise the helpdesk of the outcome of any action taken within 24 hours;
- attend community engagement activities as required and requested by the nominated undertaker.

4.2 Farmers and Growers

- 4.2.1 The nominated undertaker has developed a Guide for Farmers and Growers, which sets out its proposed approach to handling agricultural property matters and provides a single source of information for all those affected. It underpins the approach that will be taken to engaging agricultural property owners and is available [online](#).
- 4.2.2 In part three of the guide there is a template of an individual plan for affected farmers. There will eventually be a plan for each affected farmer - setting out their bespoke HS2-related arrangements.
- 4.2.3 The contractor shall support the nominated undertaker in its engagement with landowners and farmers and provide input to the bespoke plan, including design of accommodation works, incorporation of reasonable proposals by the landowner/farmer to mitigate impacts, and timing and duration of the works.
- 4.2.4 The contractor shall provide a dedicated Agricultural Liaison Officer (ALO) to address any issues arising from landowners/farmers in a timely manner. The ALO service shall be available 24 hours a day and 7 days a week, during the construction of HS2 works on agricultural land.

5 Contractor Engagement Plans and Strategies

5.1 Scope

- 5.1.1 Due to the different scope and management structure of the Main Works Contract (MWC) and Enabling Works Contract (EWC), there is a slightly different set of community engagement documentation associated with each contract.

5.2 Enabling Works Contract (EWC)

- 5.2.1 All works conducted under the Enabling Works Contract (EWC) will need to be covered by an overarching EWC Community Engagement Strategy for each contract area. The strategies will be informed by the Community Engagement Delivery Plans that HS2 Ltd has developed.
- 5.2.2 The strategies will set how the contractor will undertake its community engagement responsibilities, including identifying affected communities and their issues, managing community feedback and delivering advance notification of works. Ultimately, they will explain how community engagement will be integrated into the planning and delivery of all works.
- 5.2.3 The Community Engagement Strategies will be produced by the EW contractor shortly after contract award and will be submitted to HS2 Ltd for approval. As part of that process, HS2 Ltd will share the plans with local authorities and sense-check key technical points within a specified time. The strategies will be publically available on HS2 Ltd's website.
- 5.2.4 A Work Package Community Engagement Plan will be produced for each individual work package delivered as part of the EWC. The plans will reflect the principles of the overarching strategies and set out specific engagement actions for the works involved.

5.3 Main Works Civils Contract (MWC)

- 5.3.1 All works conducted under the Main Works Contracts (MWC) will need to be covered by a Community Liaison Plan. The Community Liaison Plans will be produced by the contractor in advance of starting works on site and submitted to HS2 Ltd for approval. As part of that process, HS2 Ltd will share the plans with local authorities and sense-check key technical points within a specified time. The plans will be publically available on HS2 Ltd's website.
- 5.3.2 Refer to Appendix C for an illustrative CLP template, clarifying what information each CLP is expected to cover, as a minimum.
- 5.3.3 The CLP will be implemented by the contractor and updated as a minimum every six months. This may be more frequent to suit the progress of the works, such as when the works have a new impact on environmental conditions/requirements, or when requested to do so by HS2 Ltd.

6 Advance notification of works

6.1 Scope

- 6.1.1 HS2 Ltd and its contractors will ensure that local communities and stakeholders, including local authorities and parish councils, will be informed in advance of works taking place by methods identified within this framework.
- 6.1.2 The contractor shall notify local communities within a specified area, and wider recipients as agreed by HS2 Ltd, in advance of specific works commencing. This should be at least two weeks in advance unless otherwise agreed by the CRT or instructed. Key stakeholders, including local authorities and MPs, should be notified prior to the wider community.
- 6.1.3 HS2 Ltd will provide the contractor with appropriate communication templates, which will be populated and distributed by the contractor (Refer to Annex B for an illustrative example of an information sheet).
- 6.1.4 These will be submitted to the HS2 Ltd CRT for acceptance two weeks prior to distribution/communication and will;
- outline the work to be carried out and its purpose;
 - outline expected disruptions;
 - outline mitigation activities to minimise the effects of the work; and
 - where relevant, use accessible and inclusive communication tools to meet the needs of diverse communities.
- 6.1.5 The method of distribution and the communications channels used will be agreed between HS2 Ltd and the contractor on a location by location basis.
- 6.1.6 Where applicable, signage should conform to statutory guidance otherwise it should be submitted to the HS2 Ltd CRT for acceptance prior to installation. The contractor shall install signage at least two weeks prior to the works starting in any area to notify pedestrians and road users of construction work and closures to:
- access routes
 - pathways
 - parking
 - community facilities
- 6.1.7 Where public spaces are affected by land take or works, the contractor shall inform users via advertisements in local newspapers, online and notices at the relevant public space in accordance with statutory requirements.
- 6.1.8 The contractor shall in response to an emergency or overrun, advise the project manager and the project helpdesk that such work needs to take place. Within 12 hours of advising HS2 Ltd that short notice work is taking place, the contractor shall also advise:
- the local planning, environmental health and highways authorities;

- Highways England (if applicable);
- affected individuals within a specified area of the works, including the properties, businesses and parish councils identified in the CLP

6.1.9 The notifications will detail the estimated duration of the works, the working hours and the nature of the works.

6.1.10 All notifications will include the community helpdesk number.

6.1.11 Information on the works will also be available on the HS2 website (www.gov.uk/HS2), in digital formats and at appropriate locations along the route.

6.1.12 Where the works affect wider audiences, such as road users, additional and appropriate communications channels should be used to raise awareness, including roadworks.org.

6.1.13 In addition to the aforementioned notifications for individual works, the contractor should provide a 3-month look ahead of the overall construction programme to local communities and stakeholders, including local authorities. This should be communicated by an appropriate method for the relevant audiences, as set out in the contractor's engagement/liaison plans.

7 Design development

7.1 Scope

7.1.1 The contractor shall undertake stakeholder and community engagement in relation to stations and key design elements.

7.1.2 Engagement shall be conducted in-line with the specific stakeholder commitments and design processes that HS2 Ltd has developed for each particular station and key design element. Engagement should be undertaken sufficiently early in the design process to inform and guide the eventual design solution. While the exact form and nature of community engagement will be considered and agreed with HS2 Ltd on a case-by-case basis, it is likely to be an open engagement exercise, with public exhibitions, leaflet drops, interactive on-line materials and related publicity.

7.1.3 As well HS2 Ltd's community engagement team, its interface, planning and architects teams should be collaboratively involved in the process, particularly the engagement of key stakeholders, including local authorities and statutory stakeholders. Illustrative options for elements of the design should be presented to stakeholders and the community as part of the engagement process.

7.1.4 For more information on public engagement in the design development process, see [Information paper D1: Design Policy](#).

8 Health and Safety

8.1 Scope

- 8.1.1 HS2 Ltd has committed to a Health and Safety Strategy for HS2, defining its approach and underlying principles, focus areas and series of strategic commitments. [The Supply Chain Health and Safety Standard](#) is a starting point for sharing HS2's values and setting its baseline expectations of contractors.
- 8.1.2 Contractors are required to comply with the Supply Chain Health and Safety Standard as they apply to their own contract(s)/schedule of work(s)) and contribute to the delivery of the HS2 Health and Safety Strategy, including the strategic commitments.
- 8.1.3 The 'Public and Neighbour Health and Safety' focus area has four strategic commitments:
- "We will protect the safety of other road users, as we work within their communities"
 - "Community safety champions will get to know our neighbours along the route, so that we can understand local risks and be flexible in mitigation"
 - "We will invest in the local communities within which HS2 works"
 - "We will plan our works to protect the health, safety and wellbeing of our lineside neighbours"
- 8.1.4 Contractors are required to appoint Community Safety Champions for each of the contract areas, who will work alongside Community Relations Representative (CRR) and have a specific focus on health and safety.
- 8.1.5 The Community Safety Champions will undertake an assessment of the local community in order to identify local risks, at-risk groups and facilities, as well as the measures required to ensure their safety. Liaising with the Community Relations Representatives they will develop a Community Safety Plan and deliver campaigns and public awareness events in the local community.

9 Complaints and enquiries

9.1 HS2 Ltd helpdesk and website

- 9.1.1 HS2 Ltd will operate a helpdesk 24 hours a day, seven days a week for the duration of the project to:
- manage all complaints
 - handle enquiries
 - coordinate incident response
- 9.1.2 The 24-hour-7 day helpdesk will assign queries and calls to the appropriate contractor for resolution.

- 9.1.3 The contractor where requested by HS2 Ltd to do so, will respond to requests for further information from community members directly. HS2 Ltd will specify whether this should be in writing or via telephone and the required timeframe. The contractor should advise the helpdesk of the outcome and action taken via HS2's recording system. The contractor shall advise the helpdesk in advance if additional time is needed to resolve the complaint. The contractor will provide the helpdesk with information about actions taken.
- 9.1.4 HS2 Ltd will operate a complaints monitoring system to record and track complaints received.
- 9.1.5 HS2 Ltd will produce a summary of complaints received and make them publically available on a monthly basis.
- 9.1.6 The contractor shall include the helpdesk number on all community engagement materials.

9.2 Written complaints and enquiries

- 9.2.1 HS2 Ltd shall operate a helpdesk email account as well as a system to log all written enquiries and complaints during the construction of the project. The contractor shall ensure that no public enquiry contact details are publicised other than those of the HS2 helpdesk.
- 9.2.2 In the event that HS2 Ltd requests the contractor to provide additional information in respect of a written complaint or enquiry, the contractor shall respond to HS2 Ltd within the time specified.
- 9.2.3 The contractor shall include the Hs2 Ltd helpdesk email address on all community engagement materials.
- 9.2.4 The contractor, where relevant, shall use accessible and inclusive communication tools to meet the needs of diverse communities.
- 9.2.5 Hs2 Ltd will operate the helpdesk (020 7944 4908), 24 hours per day, seven days per week for the duration of the project.
- 9.2.6 The helpdesk will manage all construction work related complaints and enquires from the public and will provide a single point of contact through the helpdesk number.
- 9.2.7 Contractors shall not publicise their own company helplines in relation to the project. Contractors who cannot resolve an issue on-site must refer people to the helpdesk or HS2 complaints procedure [online](#). The helpdesk's contact details will be widely promoted and displayed on site signboards and hoardings.
- 9.2.8 The service will be made available in different languages, on a case-by-case basis as agreed with the nominated undertaker.

9.3 Complaints and enquiries received by the contractor

- 9.3.1 All enquiries and complaints received from the public or any other organisation or authority, in relation to the project shall be logged by the contractor and reported to the HS2 Ltd helpdesk within 24 hours of receipt.

- 9.3.2 The CRT will operate a complaints monitoring system to record, track and resolve complaints received.
- 9.3.3 The contractor will respond promptly to emergencies, complaints or other contacts made via the HS2 Ltd helpdesk or any other recognised means and if possible the contractor will rectify the problem directly, with the CRT kept fully informed of any actions taken.
- 9.3.4 The contractor shall report all actions taken as part of the progress reports to be submitted to the nominated undertaker on a regular basis.

9.4 HS2 Construction Commissioner

- 9.4.1 To meet commitments previously made (within the Environmental Minimum Requirements), an independent Construction Commissioner will be appointed by an independent selection panel on behalf of the Secretary of State for Transport.
- 9.4.2 The commissioner will mediate in any unresolved disputes between HS2 Ltd and affected individuals or bodies. This includes investigating any complaints that have not been resolved through HS2 Ltd's complaints process, as well as acting as an arbitrator in any disputes related to our small claims scheme. The commissioner will provide independent and impartial decisions – resolving disputes in a fair and balanced manner.
- 9.4.3 For more information on the role of the Construction Commissioner, see HS2 [Information Paper G3: Construction Commissioner](#).

9.5 HS2 Residents' Commissioner

- 9.5.1 An independent HS2 Residents' Commissioner oversees the Residents' Charter and monitors the way in which HS2 Ltd communicates with residents who are affected by its proposal. The commissioner ensures that these communications take place in the clearest and plainest language possible.
- 9.5.2 The responsibilities of the Residents' Commissioner include producing a quarterly report which is published on the Hs2 pages of the www.gov.uk website. They also oversee and monitor communication standards with regard to property measures; and hold regular meetings with the chairman about emerging trends and concerns regarding property schemes.
- 9.5.3 Further information about the Residents' Commissioner can be found under the [HS2 Residents' Charter](#).

10 Local community initiatives and liaison

10.1 Considerate Constructors Scheme (CCS)

10.1.1 It is required that all contractors are registered with the Considerate Constructors Scheme for the duration of their works. The nominated undertaker will also maintain a dialogue with the CCS to keep up to date with changing requirements and any changes in circumstances of a particular area.

10.2 Local Community Investment Programme (LCIP)

10.2.1 Hs2 Ltd is committed to ensuring the project provides benefits to the local communities it affects. As part of this commitment, it expects the contractor to invest its time, people, skills and equipment in the local community. In addition, there is the potential for contractors to fund local projects and activities, provided there's no conflict with HS2 Ltd's route-wide community funds.

10.2.2 The contractor will formalise this corporate social responsibility activity into a Local Community Investment Programme (LCIP) and submit it to the nominated undertaker for acceptance no later than 13 weeks after the start of the contract. Local community stakeholders, including local authorities, will be consulted on the LCIP as part of its development and prior to acceptance.

10.2.3 The contractor shall implement the programme upon receiving acceptance from the nominated undertaker. In the case of the first submission of the LCIP the nominated undertaker will reply within 4 weeks of the date of submission.

10.2.4 The contractor's Local Community Investment Programme shall;

- identify an appropriate programme of 'investment' based on the following criteria:
 - value to the community and sustainability;
 - availability of resources (internal and external);
 - political and/or cultural sensitivities;
 - the extent of HS2's impact on the local area
 - achievability and measurability; and
 - duration and cost;
- facilitate organisations and individuals within the local community to increase their own capacities and leave a legacy that lasts beyond the completion of the project;
- consider the needs of the local community as a whole in an inclusive and equal manner;
- allow for consultation with HS2 Ltd to ensure that historical community knowledge informs the programmes and there is a consistent approach across the Project;

- avoid creating dependencies where the local community becomes reliant on others to fulfil their needs;
- avoid reactive investments with short-term impacts on causes, that whilst being legitimate and worthy, are not sustainable in the long-term.
- differentiate areas of investment by type based on:
 - measures to be provided through provision of “charitable hours”;
 - measures to be provided through independent investment by the contractor;
 - measures to be provided as part of work package delivery to be funded by HS2 Ltd;

10.2.5 In addition to the community investment programme, HS2 Ltd has established the Community and Environment Fund (CEF) as well as the Business and Local Economy Fund (BLEF).

10.2.6 Through these schemes £40m will be available to support businesses and community groups affected by the first phase of HS2. A £30m road safety fund has also been set up for improvements to local roads. For more information, please see [Information Paper C12: The Community and Environment Fund and Business and Local Economy Fund](#).

11 Community Survey

11.1 Scope

11.1.1 The contractor shall draft an accessible and inclusive community survey in partnership with HS2 Ltd for approval, no later than 13 weeks after the start of their contract. Detailed guidance will be provided by HS2 Ltd to ensure consistency across different areas.

11.1.2 The community surveys will seek to record the local community’s attitude with regard to the impact of the works on the community and the contractor’s commitment to improving community relations. Responses to the first community survey for each specified location will be used as a baseline against which future community surveys will be measured.

11.1.3 The contractor shall conduct the community survey every six months from the start date agreed. The contractor shall demonstrate that reasonable endeavours are being made to engage effectively with the community, including individuals with protected characteristics, leading to continuous improvement in community relations within the catchment area.

Annex A – Community engagement document hierarchy





NOTICE OF TEMPORARY ROAD CLOSURE

What are we doing?

Fusce vehicula, ex id interdum vehicula, magna nulla aliquet lectus, id accumsan enim mauris eu nunc. Praesent congue dolor tortor, ac bibendum libero pulvinar vel. Donec at massa diam. Phasellus eget libero id arcu tempor maths eget vulputate arcu. Aliquam efficitur blandit metus, elementum consectetur nunc. Quisque diam turpis, finibus id tristique eget, placerat ut felis. Vivamus a semper lacus, sed convallis nisi.

Subheading

Quisque porta dictum libero, at fermentum purus elementum sit amet. Phasellus vel ipsum non nisi posuere auctor. Nulla facilisis, massa eget viverra vestibulum, est metus venenatis ipsum, suscipit cursus sem diam a urna. Donec euismod velit et sodales placerat. Curabitur eget erat mi. Suspendisse vestibulum, lacus et euismod rutrum, magna est pharetra purus, ut iaculis ante nisi id metus. Suspendisse aliquam odio ligula, eget pulvinar orci consectetur ut. Praesent porta massa in porta condimentum. Sed cursus tortor sit amet erat ultricies, pretium bibendum neque fringilla. Aenean quam leo, luctus eu dapibus quis, malesuada nec leo. Vivamus at condimentum ante. Nam id quam tristique orci mollis pretium vitae ut turpis.

Subheading

Aenean nulla quam, vehicula congue hendrerit in, tempor eu ante. Suspendisse aliquam sit amet enim eget vulputate. Nulla est ante, hendrerit sed metus et, dapibus tempor dolor. Phasellus nisi felis, tincidunt a nibh a, bibendum varius ipsum. Proin fermentum ac felis at placerat. Ut eleifend quis odio vitae vulputate. Integer

Duration of works

Mauris vulputate justo et erat semper tincidunt.

Nunc auctor mi nunc, vitae bibendum diam accumsan sed. Pellentesque venenatis suscipit interdum.

Aenean malesuada purus eget lorem dig nissim, a suscipit augue maths.

Phasellus euismod consectetur dapibus. In sagittis ex ut justo euismod, dictum fringilla lacus ultrices.

What to expect

Quisque at arcu erat. Phasellus lectus elit, lobortis non porta ac, pharetra sit amet neque. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curaei Curabitur facilisis erat sed ornare accumsan. Nam luctus lobortis lacus, tristique placerat arcu pretium nec. Donec vehicula neque id est venenatis dignissim.

For more information contact our helpdesk 020 7944 4908, visit our website at www.gov.uk/hs2 or email hsaenquiries@hs2.org.uk
High Speed Two (HS2) Limited,
One Canada Square, Canary Wharf, London E14 SAB

Produced by [contractor] on behalf of HS2 Ltd

Reference number 00000001

14 Annex C – CLP template

MWC Community Liaison Plan Template

Contents

1. Situation analysis
 - 1.1 Work areas
 - 1.2 Traffic management
 - 1.3 Sensitive locations
 - 1.4 Undertakings and assurances
2. Engagement objectives
3. Audience analysis
4. Issues analysis
5. Channels and tactics
6. Messaging
7. Action plan
8. Reactive communications
9. Measurement and evaluation
10. Resources

Annexes

Individual items produced per 'work area'

A: Action tracker

B: Q&A

1. Situation analysis

1.1 Work areas and programmes

An overview of the locations and programmes of work covered by this Community Liaison Plan. This should be broken down into specific 'work areas' – to be defined and agreed in partnership with your HS2 Area Engagement Manager at the outset.

The expected phases of work, timescales, community impacts and mitigation measures should be included.

Any key design elements, planning issues or environmental concerns need to be identified and described.

1.2 Traffic management

Key details from the contractor's Traffic Management Plan that the wider community should be advised of, need to be identified and described, including:

- expected transport diversions
- delays
- planned road closures
- impacts on highways
- spoil haulage routes
- interrupted access for residents or businesses
- interrupted utility services for residents or businesses
- all other expected community disruption
- the contact details for the helpdesk
- the contact details of the local planning authority department responsible for monitoring environmental and planning matters
- an outline of its emergency planning procedures

1.3 Sensitive locations

An overview of any sensitive locations impacted by the works, including:

- public space
- parking
- businesses
- community facilities
- bus stops
- footpath diversions
- sensitive receptors identified in the Local Environmental Management Plans – such as those related to noise or air quality

1.4 Undertakings and assurances

A consideration of any undertakings and assurances related to engagement that will need to be recognised and mitigated as part of this plan.

2. Engagement objectives

Specific and measurable objectives that are informed by the situation analysis. They should be linked back to the overall delivery objectives for the programme and make the distinction between a) the dissemination of information (including advance notification of works and traffic information) and b) the engagement of local communities through an ongoing dialogue that can influence how we deliver.

3. Audience analysis

An analysis of the plan's target audiences, including communities that will be affected by the works (both directly and indirectly) as well as stakeholders with an interest or influence upon the programme. For the purposes of this document 'residents' and 'communities' are the people living in the area likely to be affected by the works. 'Stakeholders' refer to entities, groups, and representatives bodies, such as local authorities, parish councils and businesses.

The overview of target audiences should include the details and locations of sensitive and significant stakeholders, including:

- hospitals
- schools
- places of worship
- accommodation for the elderly or infirm
- vulnerable residents, including people with disabilities or special requirements

It should also include any useful research and insight about the nature of communities in the area that can be sourced directly and/or provided by the HS2 Ltd engagement team. This includes socio-demographic profiles of the area.

4. Issues analysis

This section should include an overview of all known concerns, risks, issues and priorities that the local community have. Key themes should be identified as well tangible, individual issues. The contractor's approach to mitigating individual issues and continuing to identify them on a regular basis should also be outlined.

5. Channels and tactics

An overview of the channels and tactics that will be used to engage the target audiences. This will include a mixture of existing HS2 Ltd corporate channels as well as bespoke local channels that the contractor will develop. This should include, but not be limited to:

- The detailed methodology for delivering advance notification of works
- A face-to-face engagement programme with high priority audiences
- A programme of engagement with users of public spaces. This should be before the first access date to determine any means of minimising the impact of the works, in liaison with the local planning authority.
- Community engagement events, forums and meetings
- The use of third-party, existing community channels
- The use of digital media and communications
- How the contractor will circulate community relations materials and information in an accessible and inclusive manner, including but not limited to:
 - i. the languages spoken by the various communities affected by the works
 - ii. the needs of people who may have a sensory impairment or learning disabilities

6. Messaging

The headline key messages that will be incorporated within proactive and reactive communications, wherever possible. This will be supplemented by a live and evolving Q&A for the specific work areas that is shared with the corporate helpdesk.

7. Action plan

A table explaining what actions will be undertaken to deliver the specific objectives of this plan, including target dates and action owners. It should recognise the issues highlighted in the situation and audience analysis and include measures to address them – such as tangible mitigations to the construction programme, as well as general communications and engagement activity.

This overall action plan will be supplemented by a live 'action tracker' spreadsheet for each eventual work area (including key design elements), which breaks the action plan down into further detail and is used to track and report progress to the HS2 Ltd community liaison team.

8. Reactive communications

A description of the process that will be followed for handling queries received directly or via the HS2 Ltd helpdesk, including the use of any related systems and adherence to agreed response times.

9. Measurement and evaluation

An overview of how the specific objectives within this plan will be measured, including the specific area community survey.

10. Resources

An overview of everyone involved in the delivery of the plan, including their specific roles, responsibilities and contact details. This should include a 24 hour, 7 day roster showing the duty times for the community related representatives.

Contractor	Site (working areas)	Key contact (core hours)	Key contact (out of hours)
Name			
Address			
Telephone Number			
Mobile Number			
Email address			

Please provide details of all relevant industry partners/subcontractors			
Sub-Contractor/s and Industry Partners	Site	Key contact (core hours)	Key contact (out of hours)
Name			
Address			
Telephone Number			
Mobile Number			
Email address			

Annexes

A: Q&A

A live Q&A to be maintained by the contractor, including generic questions as well as issues that are specific to each individual work area.

B: Action tracker

A live action tracker for each work area (including key design elements), which breaks the action plan down into further detail and is used to track and report progress to the HS2 Ltd community liaison team.

The format of the tracker is not mandated and will be agreed between Hs2 Ltd and its contractors on a case-by-case basis – making use of any engagement related IT tools and systems they are using.

High Speed Two (HS2) Limited
Two Snowhill,
Snow Hill Queensway,
Birmingham B4 6GA

www.gov.uk/hs2

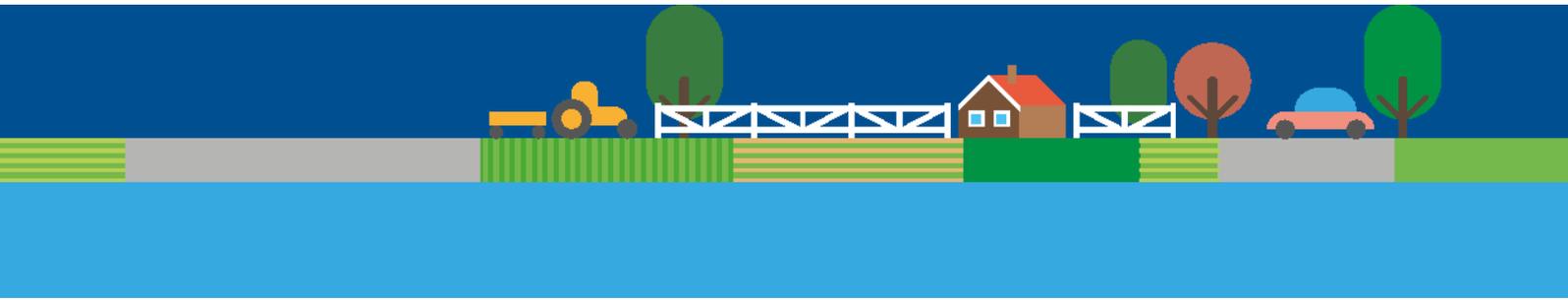
PHASE ONE STAFFORDSHIRE LOCAL COMMUNITY ENGAGEMENT PLAN

Annex C

Community Engagement Plan

Whittington Lichfield Fradley Kings Bromley and Handsacre

HS2 Ltd's approach to community engagement and what it means for your area





Department for Transport

High Speed Two (HS2) Limited has been tasked by the Department for Transport (DfT) with managing the delivery of a new national high speed rail network. It is a non-departmental public body wholly owned by the DfT.

High Speed Two (HS2) Limited,
Two Snowhill
Snow Hill Queensway
Birmingham B4 6GA

Telephone: 08081 434 434

General email enquiries: HS2enquiries@hs2.org.uk

Website: www.gov.uk/hs2

High Speed Two (HS2) Limited has actively considered the needs of blind and partially sighted people in accessing this document. The text will be made available in full on the HS2 website. The text may be freely downloaded and translated by individuals or organisations for conversion into other accessible formats. If you have other needs in this regard please contact High Speed Two (HS2) Limited.

© High Speed Two (HS2) Limited, 2017, except where otherwise stated.

Copyright in the typographical arrangement rests with High Speed Two (HS2) Limited.

This information is licensed under the Open Government Licence v2.0. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence/version/2 OGL or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or e-mail: psi@nationalarchives.gsi.gov.uk. Where we have identified any third-party copyright information you will need to obtain permission from the copyright holders concerned.

OP recycle

Printed in Great Britain on paper containing at least 75% recycled fibre.

Respecting our communities

HS2 is the largest infrastructure project in Europe, 345 miles of new high speed railway connecting 8 out of 10 of the UK's largest cities.

This means, unfortunately, that we cannot avoid affecting local residents and businesses, and so we have to be an exemplar project in our approach to engagement with communities.

For me this means HS2 and our suppliers being actively involved with the community to build mutually beneficial, long term relationships. By doing so we will better understand local concerns and how we can work together to minimise disruption to peoples' lives, and where we make mistakes, learning from these will help us to constantly improve our engagement approach.

One of our guiding principles is to be a good neighbour and respect the communities we are working with and the environment in which they live. The legacy of HS2 will be judged on how the communities up and down the route feel they have been treated by us and our contractors. For me as Chief Executive this legacy is as important as our ability to deliver the railway safely, on time and to budget.

Building strong partnerships

HS2 will be working across four diverse West Midlands region authorities from Warwickshire in the south to Staffordshire in the north, with brand new stations being built at Curzon Street in Central Birmingham and Interchange in Solihull together with a maintenance depot and control centre at Washwood Heath in East Birmingham. We are focused on being good neighbours and are mindful of the impacts HS2 will have on these communities.

Through our ten commitments we have set very high targets for both ourselves and our suppliers in the way we work with, and alongside, communities. We are working closely to understand each community and their concerns, and communicate effectively with people in a way that meets their individual needs. I expect everyone delivering HS2 to do so in ways that demonstrate good neighbourly behaviour – being open, honest and respectful as we build the railway across the region.



Mark Thurston
Chief Executive Officer,
High Speed Two (HS2) Ltd



Mike Lyons
Area Programme Director,
High Speed Two (HS2) Ltd

Welcome to the Community Engagement Plan

We are the largest construction project within Europe and, by association, we are facing the largest community engagement challenge currently in the UK. How we and our contractors behave is as important to the railway's success as delivering the project on time and ensuring value for money for the tax payer.

Our aspiration is to be a good neighbour every single day, by respecting the people and communities we impact and being sensitive to their needs, earning our social licence to operate.

We want to be clear about how you can get involved in the project and how we will keep you informed of progress or opportunities such as jobs, apprenticeships or small business contracts. We will work hard with our suppliers to ensure communications are tailored to local needs through community newsletters or noticeboards and, where possible, we will join local groups or meetings that are already in existence, such as local resident association or parish council meetings.

To be successful, we need to work with communities and build respectful, long-term relationships. I appreciate this will take time; we will need to demonstrate we are listening to and acting on the concerns of communities. Engagement Managers will be based out in the communities, providing timely responses to questions or complaints and acting as the voice of their community within the organisation. We have set out the ten commitments that we will use as the basis to measure our success, and that of our suppliers, in how we deliver the new railway.

These commitments will drive our thinking, actions and decision making, and those of our suppliers. Together, we will work hard to build trust and create opportunities for two way conversations with communities over the life of the project.

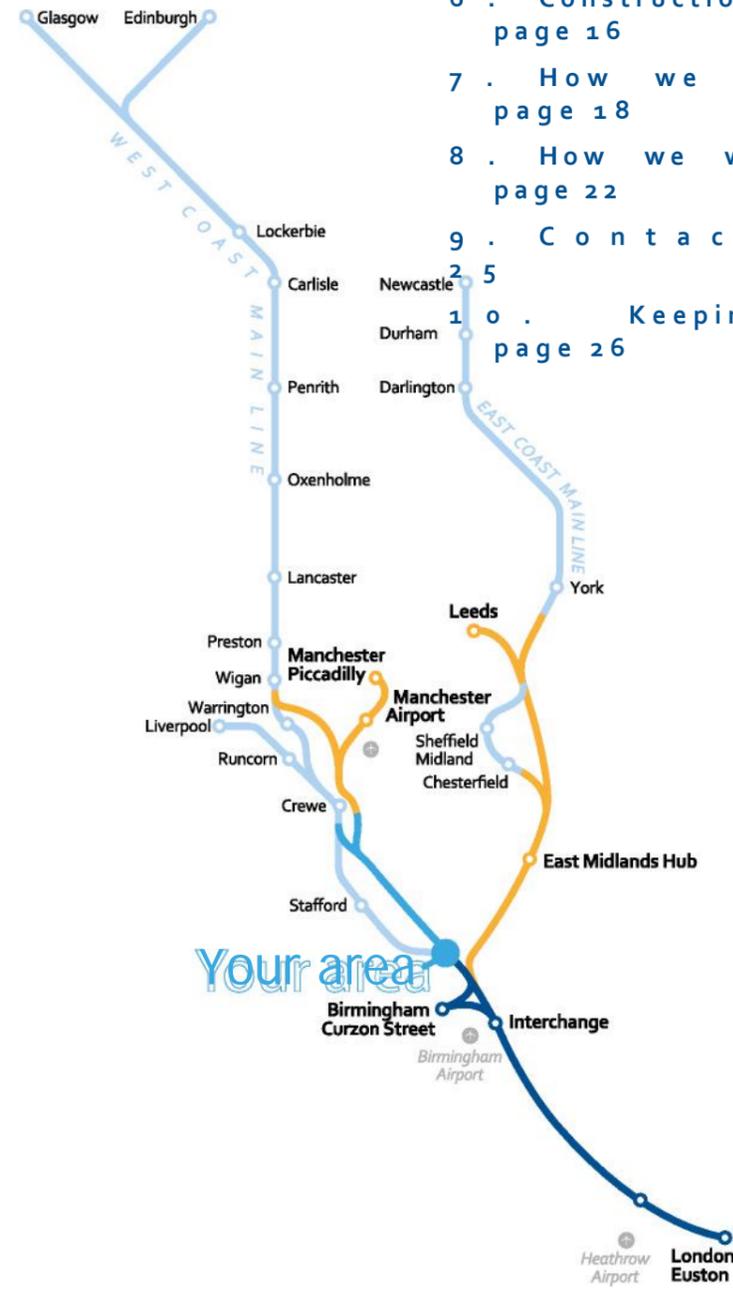


Julie King
Director of Community
Engagement, High Speed Two
(HS2) Ltd



Contents

- 1 . Our Strategy page 2
- 2 . Property Compensation Scheme page 7
- 3 . What this means for you page 8
- 4 . Our Community Commitments page 10
- 5 . Local area map page 12
- 6 . Construction activities timeline page 16
- 7 . How we will engage with you page 18
- 8 . How we will measure our success page 22
- 9 . Contacting us page 25
- 10 . Keeping your information safe page 26



- Network map
- New station (Phase One)
- New station (Phase 2b)
- Destinations served by HS2 services on existing network
- HS2 Line (Phase One)
- HS2 Line (Phase 2a)
- HS2 Line (Phase 2b)
- HS2 services on existing network

You can check maps to see the planned routes for the High Speed Two (HS2) rail network at www.gov.uk/check-hs2-route

We provide further information live on our website here:

<https://hs2instaffs.commonplace.is>

1 Our Strategy

The planning and construction of HS2 is a huge operation. It is currently the largest infrastructure project in Europe.

We will demonstrate our values of Leadership, Respect, Integrity and Safety in the way we and our suppliers behave.

Our vision is for HS2 to be a catalyst for growth across Britain.

We translate this vision into our mission, which is to deliver a new railway to better connect people.

We will do this, in part, by carrying out an exceptional community engagement programme and by being a good neighbour.

To make sure we understand the views of the communities affected by the new line, and ensure those views are taken into account in our planning, we have devised the HS2 Community Engagement Strategy.

The Strategy sets out the principles, approach and overall plans for the ways we will engage with local communities.

Here is how our vision, mission and values translate into the behaviours we want to see across HS2 Ltd and our supply chain every day.

We want you to be able to recognise an HS2 person – whether they are a member of staff, a contractor or a supplier – because they are delivering these behaviours every day.

Leadership

We will lead collaborative, coordinated engagement that is empathetic, compassionate, open, accountable and transparent.

Respect

We will listen and respond in a timely and accessible manner, anticipating concerns and eliminating surprises, creating and monitoring goodwill and trust.

Integrity

We will be open and honest, fairly interpreting stakeholder discussions, and delivering on promises in a timely and collaborative manner.

Safety

We will prioritise the health, safety and wellbeing of communities and our workforce; our approach will be inclusive and accessible; we will identify risks and feed them back into the business.

In order to deliver HS2 successfully, we need to understand and manage the full impact of the project.

Community engagement is about creating a long-term and trusted communication with the communities in which the railway will be built and operated.

Our aspiration is to be a good neighbour every single day, by respecting the people and communities we impact and being sensitive to their needs. We know that we will be judged not only by what we deliver but by the way in which we deliver.

What we mean by community

When we talk about community we mean any person, people, business or organisation who:

- > who is affected by the new railway or its construction;
- > who has an interest in HS2, such as environmental or technical stakeholders;
- > who is elected to represent the communities in which the new railway will be built and operated
- > who is responsible for holding us to account.

How we will engage

We are committed to engaging with all these communities on the various aspects of the new railway, and we will do so using four types of engagement.

Informing

We will keep communities informed on the issues that affect them through clear, timely and tailored communications.

Involving

We will create opportunities for local communities to get involved throughout the design and delivery of the project, so that we take into consideration how they live, work and play.

Consulting

We will arrange formal, written, public consultations on the project. These will include making plans available for public review and seeking views from a range of interested parties to inform their development and delivery.

Responding

We will provide free and accessible options for communities to contact us to seek information and raise their concerns. We will respond to their requests and comments in a timely and comprehensive way.

HS2 benefits

The HS2 programme will deliver a wide range of benefits to communities and businesses along the route as well as to the UK as a whole. These benefits range from jobs and skills now, through to making it easier for people, skills, goods and services to move around the country – giving people more choice about where they live, work or run their business.

More jobs and apprenticeships

Delivering HS2 will create approximately 25,000 jobs across the construction industry and supply chain, followed by ongoing employment opportunities that will result from operating the railway.

The creation of the National College for High Speed Rail, with campuses at Doncaster and Birmingham, together with the 2,000 apprenticeships resulting from HS2, will help people improve their skills and boost their individual earning

power. This will benefit the wider economy and improve the national skills base.

More information on jobs at HS2 Ltd and the apprenticeship programme can be found here: careers.hs2.org.uk/

More opportunities for business

HS2 will provide new opportunities for jobs and for regenerating local environments, boosting economic development long term.

Small and medium-sized businesses will be able to access a wider range of people, services, skills and suppliers. They also have new

opportunities to connect with larger businesses as they become part of the wider HS2 supply chain.

For example, in Doncaster a pre-fabrication facility will help prepare key construction materials to be used in the southern end of the route.

This facility is supporting new jobs and apprenticeships.

More information on how to register for business opportunities with HS2 can be found here: www.gov.uk/government/collections/hs2-business

More trains and more seats

HS2 passengers will benefit from more frequent, faster and more reliable train services, with greater choice and convenience across the rail network.

HS2 will bring more destinations within easy reach, increasing employment and leisure options. As travellers switch to HS2, the existing rail network will also see benefits: crowding will reduce and capacity for freight will increase, taking many lorries off busy roads.

The new line is being designed to withstand adverse weather, making the railway more reliable and reducing the risk of personal and business costs associated with disruption.



Property Compensation Schemes

Communities and businesses located near the approved or proposed route will have access to a range of statutory and discretionary property schemes. Which scheme applies depends on the location of the property, as summarised in the diagram below.

We can help you to find out in which of the following four areas your property is located: safeguarded area; rural support zone; homeowner payment zone; or outside these zones.

If you are in a safeguarded area you can apply to sell your property through the Express Purchase scheme.

If you are in a rural support zone, you can apply for either for a cash offer or voluntary purchase, or for the Need to Sell scheme.

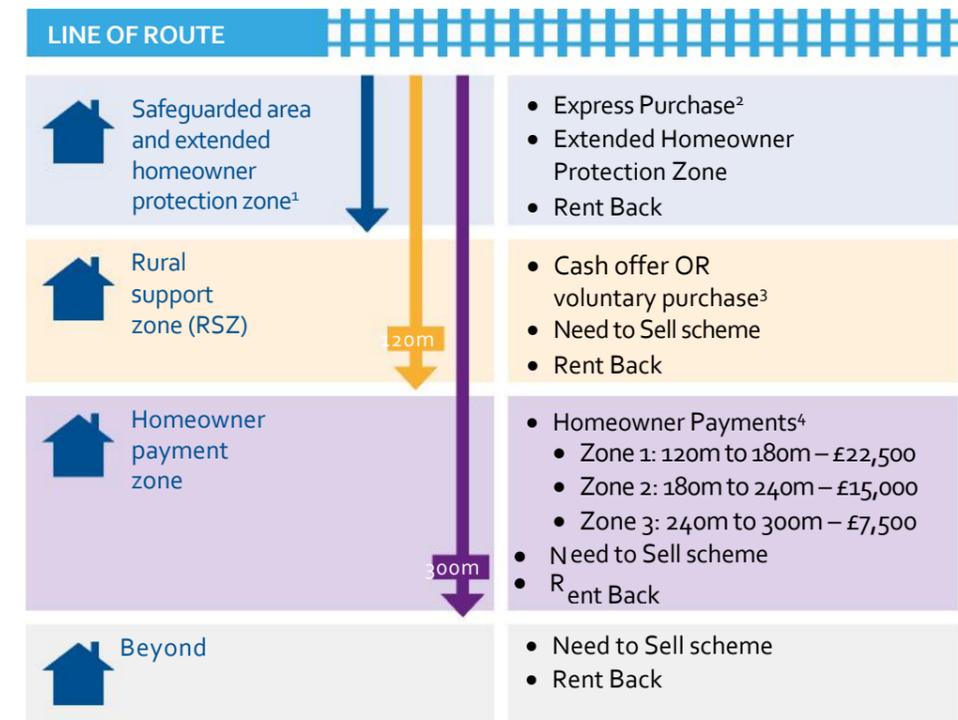
If you are in a homeowner payment zone between London and the West Midlands you can apply for the Homeowner Payment scheme. You cannot yet apply for this if you are affected by the railway between the West Midlands and Crewe, Leeds and Manchester.

This scheme is available once this section of the railway receives consent from the UK Government through Royal Assent.

If your property is affected but is outside all of these zones and safeguarded areas, or is not covered by one of these schemes, you can still apply for the Need to Sell scheme.

More information on all these schemes, as well as maps to help identify your location and distance from the new railway, can be found here: www.gov.uk/claim-compensation-if-affected-by-hsz

You can also call the Freephone Community Helpline on **08081 434 434** for more information or to ask a question.



¹Usually 60m in rural areas. ²Surface safeguarding only. ³Applies to rural areas only and does not extend to areas beyond deep tunnels. ⁴Only available after Royal Assent of the Bill. Applies to rural areas only and does not extend to areas beyond deep tunnels.

The above zones are generally based on distance from the line:

- >) the safeguarded area is the land expected to be needed to build and operate the railway;
- >) the rural support zone extends 120 metres from the centre-line of the line of route; and
- >) the homeowner payment zone applies in rural areas only and is between 120 and 300 metres from the

centre of the railway.

3 What this means for you

We recognise that as we develop, design and build the new railway, we will have an impact on the communities where we work.

We are committed to being a good neighbour and treating our communities with respect and consideration. We will keep checking that we are doing that and looking for ways to improve.

The Community Engagement Strategy is being delivered through Local Area Engagement Plans such as this.

This Plan highlights some of the key areas we know are of concern to you and how we plan to minimise disruption throughout the lifetime of the project.



Your Area Team – Organisational chart

"I welcome the Community Engagement Strategy which represents a positive step forward for the organisation. It remains vital that HS2 continues to listen and respond to the communities affected by the new railway. I will monitor and review how the project is being delivered in line with the commitments set out in this strategy"

Deborah Fazan, HS2 Residents Commissioner

Our Community Engagement Team acts as the voice of the local communities within HS2 and our supply chain. Each community along the line of route has a dedicated Engagement Manager. This is the first version of the Local Area Plan. We will continue to work with the local community, the Local Councils and key stakeholders in the area to develop future plans.

	YOUR LOCAL ENGAGEMENT MANAGER
Jonathan Lord Senior Engagement Manager	<p>Tahir has been with HS2 since late 2016 focusing on stakeholder and community engagement. Tahir has worked in the field of engagement and communications for over 15 years, within the housing and health sectors.</p> <p style="text-align: right;">Tahir Ahmed Engagement Manager</p>
Rachel Johnson & Susan Bridges Engagement Managers	
Joan Gooden & Rachna Shah Engagement Executives	

Some of the things you will read about in this Plan include:

- >) how we will inform you of construction works, the creation of ecology sites and utility diversions planned in your area;

>) how we will involve you as we deliver HS2 across your
- >) how we will coordinate our engagement activities to keep you updated on the second phase of the project (Phase 2a);

>) the engagement methods we will use and how you will receive a response to your views, issues and requests in a timely manner; and
- >) when your local Engagement Manager will be in the area so you can ask questions and raise your concerns in person.

4 Our Community Commitments

In our Residents' Charter we set out 10 Community Commitments. We will use these to help measure our success, and that of our suppliers, in how we deliver the new railway.

We will:

- 1** Continue to build respectful, long-term relationships with our communities, and actively encourage our workforce to listen to local concerns and be considerate and accountable for their actions at all times.
- 2** Work with our communities to develop local two-way engagement and communication programmes, and ensure these are accessible and tailored to local needs.
- 3** Make sure communities are made aware in advance of any activities taking place in their area.
- 4** Operate a Freephone Community Helpline 24 hours a day, 365 days a year.
- 5** Make health and safety a priority for our communities and our workforce.
- 6** Respect the wellbeing of our communities, minimising disruption to their lives with local mitigation plans and activities, ensuring we meet the standards set out in the Code of Construction Practice.
- 7** Leave a positive and sustainable legacy for the communities in which we operate.
- 8** Respond to questions and complaints quickly and efficiently, with an acknowledgement within 2 working days, and responding within a maximum of 20 working days if we cannot answer the query straight away.
- 9** Promote awareness of all our property schemes so that anyone who may be eligible has all the information they need and is aware of the support available to them.
- 10** Display the Residents' Commissioner's and Construction Commissioner's contact details on all relevant materials, along with the HS2 Helpline information and complaints procedure.

More information on what we are doing in your area to deliver these commitments can be found on the subsequent pages of this plan.

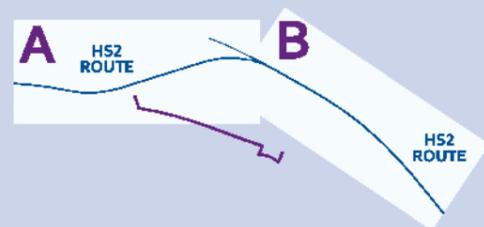




This map is for illustrative purposes only

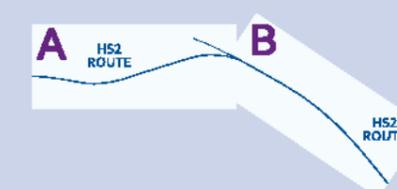
This map shows the location of the construction sites that we will be establishing across your area and explains the different activities that will be happening there.

- 1 Electricity Utility Diversion**
Along West Coast Mainline into Lichfield. These works will require our contractor Western Power Distribution (WPD) to lay approximately 6 kilometres of a major electricity cable underground within the parishes of Kings Bromley, Curborough, Elmhurst and Lichfield.



The works will be undertaken in two stages and are due to be completed in 24 months, with each stage due to take 12 months. The first stage requires WPD to lay the new cable route underground between January and December 2018, followed by the second phase, which will require the removal of the existing overhead electricity pylons in 2019.

- HS2 route Phase 1 (Above the ground)
- HS2 route Phase 2
- HS2 works
- Main roads
- Existing train lines
- Villages/towns



What will happen in your area?

Key

5 Local area map

Streethay, Lichfield and Whittington



This map is for illustrative purposes only

What will happen in your area?

This map shows the location of the construction sites that we will be establishing across your area and explains the different activities that will be happening there.

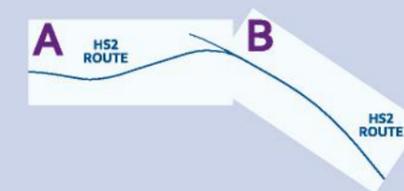
2 Ecology Mitigation site

This will see:

- >) the site being surveyed for archaeology research;
- >) creation of ponds for great crested newts;
- >) planting of woodland; and
- >) creation of a habitat for insects and area for animals to

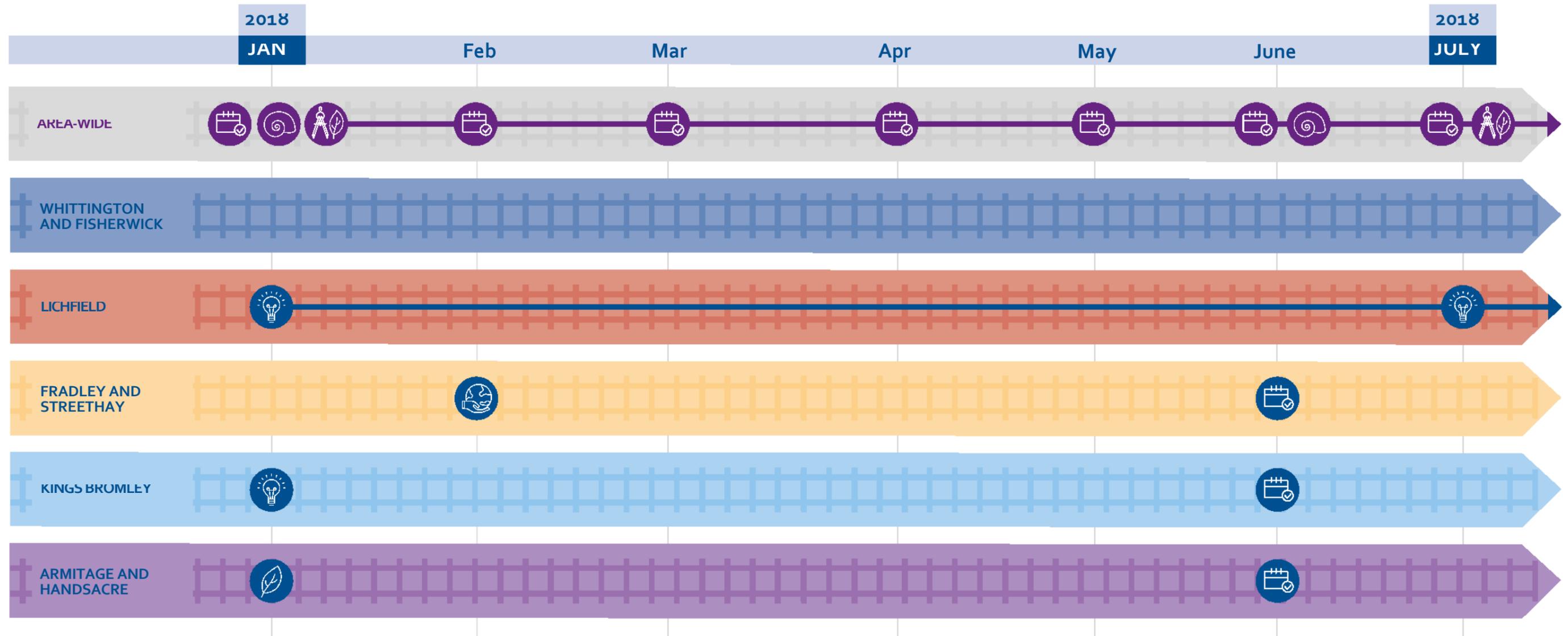
Key

- HS2 route Phase 1 (Above the ground)
- HS2 works
- Main roads
- Existing train lines
- Villages/towns



6 Construction activities timeline

This timeline shows when we expect to undertake surveys, ecology mitigation and utility diversion work in the local area.



ECOLOGY SURVEYS
We will undertake surveys to identify the presence and size of species populations such as great crested newts, bats, badgers and reptiles.

UTILITY DIVERSIONS
To prepare the land for building HS2, Western Power Distribution will be diverting and laying in the ground approximately 6 kilometres of their overhead line network in the Kings Bromley to Lichfield area. These works started in January 2018 and will be completed in December 2018.

ARCHAEOLOGICAL INVESTIGATIONS
Trial trenches to undertake archaeology surveys will take place between January and June 2018.

GROUND INVESTIGATION
This work is undertaken by using a number of methods to obtain samples to examine and study the soil, rocks and groundwater below the surface. Works were undertaken by Network Rail in Handsacre in January 2018.

ENGAGEMENT EVENT
Information events will be held in your area throughout the year. Your Local Engagement Manager will hold monthly drop-in sessions in;
>) Lichfield District Council House, Thursday, 12 noon to 3pm (every 2 weeks)
Find out more about specific events online.

ECOLOGY MITIGATION SITE
The ecology works at Streethay will be undertaken between February 2018 and June 2018. This will see:
>) creation of ponds for great crested newts;
>) planting of woodland; and
>) creation of a habitat for insects and area for animals to hibernate.

We provide further information live on our website here:
<https://hs2instaffs.commonplace.is>
Please note, dates shown are subject to change.

7 How we will engage with you

We want to ensure you can find out about the impact of the new railway easily. Equally, we want to be sure you have the opportunity to give us your comments and tell us your concerns. So we will organise a range of activities to ensure our engagement programme is genuinely collaborative and inclusive.

We will tell you about what is happening by:

Informing

We will keep communities informed on the issues that affect them through clear, timely and tailored communications.

- > distributing information sheets about our planned works in your area before they start;
- > sending out a newsletter every three months with updates on progress;
- > holding engagement events within your communities;
- > providing regular programme updates to the Parish Councils, Lichfield District Council and Staffordshire County Council, and ensuring these are communicated using their social media channels;
- > attending bi-annual Parish Council meetings in your area;
- > informing and encouraging you to apply to the HS2 Community and Environment Fund (CEF) and the Business and Local Economy Fund (BLEF). We will also work with our contractors to offer community investment opportunities; and
- > creating a locally focused website where you can find information about your area.

We will respond to your questions and concerns through:

Responding

We will provide free and accessible options for communities to contact us to seek information and raise their concerns. We will respond to their requests and comments in a timely and comprehensive way.

- > operating our Freephone Community Helpline, which operates 24 hours a day, 365 days per year, for the duration of the project;
- > answering your questions and complaints in a timely manner; and
- > attending regular MP surgeries to understand and respond to issues and concerns raised by the local community.

We will involve you in gathering ideas and opinions by:

Involving

We will create opportunities for local communities to get involved throughout the design and delivery of the project, so that we take into consideration how they live, work and play.

- > attending a joint meeting between Lichfield District Council and your Parish Councils in February 2018 to allow you to share local community concerns and discuss our engagement plans;
- > feeding in the views of stakeholders and local communities into the bi-monthly Staffordshire Traffic Management Group so they are considered in the development of Local Traffic Management Plans;
- > holding a monthly drop-in surgery alternating across each parish area in advance of and during works that will impact the area from October 2017;
- > listening to and supporting your ideas around how we maximise the opportunities HS2 has to offer and how we create a legacy for your area;
- > involving the businesses at Fradley Business Park during the construction of the local road network with the aim of minimising the impact on their businesses; and
- > involving local environmental and community groups as we undertake archaeological and environmental work.

We will consult with you through:

Consulting

We will arrange formal, written, public consultations on the project. These will include making plans available for public review and seeking views from a range of interested parties to inform their development and delivery.

- > please note that there are no formal consultations in your area over the next 12 months.



Inclusion and accessibility

We have an Equality, Diversity and Inclusion (EDI) Policy, which represents best practice in ensuring inclusivity and access for all. We will use the EDI Policy to guide our approach to engagement.

We will make equality, diversity and inclusion part of all our activities, and look to prevent discrimination, harassment and bullying.

We will seek opportunities to promote inclusive development so that no one experiences disproportionate disadvantage as a result of the planning, design, construction and operation of HS2.

We will also create opportunities for local people and companies to benefit from the investment in HS2, such as through the National College for High Speed Rail.

In addition, we will take a number of practical steps to help maximise access to the engagement activities. Where possible we will:

- > provide, on request, translations and alternate formats (such as large print) of documents and publicity materials, including this Plan;
- > use accessible venues for consultation and engagement events;
- > provide hearing loops/sign language experts at venues; and
- > provide interpreter services at venues.

Whilst we will always aim to ensure engagement is accessible to all our communities, we recognise that in remote areas there may be a need for us to provide transport to events. This will be considered on a case by case basis.



8 How we will measure our success

Every six months, we will publish progress reports which measure our progress against our ten Community Commitments.

"This document is important because it sets out standards which we can expect HS2 to follow. I will be monitoring these independently through HS2's construction and challenging HS2 to meet these standards."

Gareth Epps,
Independent HS2
Construction Commissioner

We will know we have been successful when there are real examples of achieving our ten Community Commitments.

Every six months we will publish progress reports which measure our progress against the Commitments.

As well as providing transparency about our performance, these reports will help us to continuously learn and improve.

The reports will show how well we and our contractors are performing across a range of indicators:

- > how well we handle your enquiries;
- > how well we handle your complaints;
- > our progress against our Strategy and our Local Engagement Plans;
- > our contractors' progress against their engagement delivery plans;
- > how well we are informing communities about works taking place in their area;
- > how well we demonstrate that we are continually looking to lessen the impacts of the programme;
- > what long-term benefits our investment programme is delivering in communities;
- > evidence that our staff and contractors understand, and are behaving consistently with, this Strategy; and
- > review and analysis of the feedback on how we are doing.

In addition, we will use and learn from the independent assessments and reports that will be provided by the Residents' Commissioner and Construction Commissioner.





9 Contacting us

Community Helpline

We operate a Freephone Community Helpline 24 hours a day, 365 days per year, for the duration of the project to answer questions, manage all complaints and coordinate incident response.

The Helpline is available at HS2enquiries@hs2.org.uk and telephone **08081 434 434**.

We also operate a Freephone Minicom service on **08081 456 472** for people with hearing impairments.

You can also write to us at:

**HS2 Community Hub
High Speed Two (HS2) Ltd,
Two Snowhill
Snow Hill Queensway
Birmingham B4 6GA**

We will include these contact details on all community engagement materials.

Holding us to account

If you are unhappy for any reason, you can make a complaint via the helpline. We will acknowledge your complaint within 2 working days and let you have a full response within 20 working days. If it is not possible to respond fully within this timescale, we will write and let you know why and say when you should expect to receive a full response.

Residents' Commissioner

The independent Residents' Commissioner holds HS2 Ltd accountable to the commitments made in the Residents' Charter.

The Residents' Commissioner oversees and monitors our commitments to you, produces a periodic report, published at www.gov.uk/government/collections/hs2-ltd-residents-commissioner and meets regularly with the HS2 Ltd Chairman about emerging trends and concerns.

The Residents' Commissioner does not investigate individual cases, act as an arbitrator for individual resident concerns, or deal with complaints.

The Residents' Commissioner can be contacted on residentscommissioner@hs2.org.uk

www.gov.uk/government/publications/hs2-residents-charter

Construction Commissioner

The independent Construction Commissioner's role has been developed to mediate and monitor the way in which HS2 Ltd manages and responds to construction complaints.

The Construction Commissioner will mediate any unresolved construction related disputes between HS2 Ltd and individuals or bodies, and provide advice to members of the public about how to make a complaint about construction.

The Construction Commissioner regularly meets with the HS2 Ltd Chief Executive Officer to raise any concerns or emerging trends across the project.

The Construction Commissioner can be contacted on complaints@hs2-cc.org.uk and you can visit the dedicated website at www.hs2-cc.org.uk

24/7 Freephone **08081 434 434**
Email HS2enquiries@hs2.org.uk
Minicom **08081 456 472**



10 Keeping your information safe

We know how important it is to protect your privacy and to comply with relevant data protection and privacy legislation.

If we ask for your personal information, we will:

- > let you know why we need it;
- > only ask for what we need and not collect excessive or irrelevant information;
- > make sure nobody has access to it who should not;
- > not share it with other organisations unless we have told you in advance or unless we are obliged to do so by law;
- > only keep it for as long as we need to; and
- > not make it available, or sell it, for commercial use, such as marketing.

In dealing with your personal information, we will:

- > value the personal information entrusted to us and make sure we respect that trust;
- > abide by the law when it comes to handling personal information;
- > consider the privacy risks when we are planning to use or hold personal information in new ways, such as introducing new systems; and
- > provide training to staff who handle personal information and respond appropriately if personal information is not used or protected properly.

To help us keep your information accurate and up to date, we ask you to give us accurate information and tell us as soon as possible of any change of circumstances.

You can find out what personal information, if any, we hold about you by making a 'subject access request'.

If we do hold information about you, once we have confirmed your identity, we will give you a description of it, why we are holding it and who it could be disclosed to, and will provide you with a copy of the information in an intelligible form.

If you wish to make a subject access request, please contact us via the details below.

It will help us to locate any data we might hold about you if, in making your request, you could state what dealings we have had with you and why you expect us to hold information about you.

It is not the policy of HS2 Ltd to charge for subject access requests.

If you are unhappy with the way we have handled your personal information and wish to make a complaint, please contact our Data Protection Officer.

We will acknowledge your complaint within 2 working days and let you have a full response within 20 working days. If it is not possible to respond fully within this timescale, we will write and let you know why and say when you should expect to receive a full response.

High Speed Two (HS2) Limited,
Two Snowhill
Snow Hill Queensway
Birmingham B4 6GA

Freephone Community Helpline: **08081 434 434**

Email: HS2enquiries@hs2.org.uk

Minicom: **08081 456 472**

© All photographs: HS2 Ltd



LIST OF ROAD IMPROVEMENTS INCLUDED IN THE BILL

Permanent highways modifications

- A515 Lichfield Road Realignment
- Shaw Lane Realignment
- Pipe Lane Diversion
- B5014 Uttoxeter Road Realignment
- Blithbury Road Realignment
- Hadley Gate Lane Diversion
- Stonyford Lane Diversion
- Newlands Lane (South) Realignment
- Newlands Lane (North) Widening
- Moor Lane Diversion
- B5013 Uttoxeter Road Realignment
- Jonghams Lane Widening
- Bishton Lane Realignment
- Tolldish Lane Diversion
- A51 Lichfield Road Widening
- Mill Lane Diversion
- Hoo Mill Lane Diversion
- A518 Weston Road Realignment
- Hopton Lane Diversion
- B5066 Sandon Road Realignment
- Marston Lane Widening
- B5026 Eccleshall Road Realignment
- Yarnfield Lane Realignment
- Tittensor Road Diversion
- A51 Stone Road Diversion
- A519 Newcastle Road Realignment
- Common Lane (North) Improvements
- Dog Lane Diversion
- Bent Lane (North) Diversion
- Bent Lane (South) Realignment
- Snape Hall Road Realignment
- Manor Road Realignment
- A525 Bar Hill Realignment
- Bower End Lane Widening
- Checkley Lane Widening
- Den Lane Realignment
- Chorlton Lane Diversion
- Newcastle Road Realignment
- Casey Lane Diversion

Temporary highways works

- Alrewas Hayes Road, Fradley - Passing Places
- B5014 Uttoxeter Road - Passing Places
- Great Haywood Road, Tixall - Passing Places
- B5017 Wybunbury Road, Wybunbury - Parking Bays
- Bent Lane, Stableford - Passing Places
- Yarnfield Lane, Stone - Carriageway Widening
- Marston Lane - Passing Places
- A525 Newcastle Road/Bar Hill Road - Passing Places
- A515 Lichfield Road, Lichfield - Temporary Roundabout
- A513 Rugeley Road Temporary Diversion
- Pipe Lane Temporary Highway Diversion
- Blithbury Road Temporary Highway diversion
- B5013 Uttoxeter Road Temporary Modifications
- Tolldish Lane Temporary Highway Diversion
- Great Haywood/Hoo Mill Lane Temporary Roundabout
- A34 Stone Road Temporary Diversion
- Yarnfield Lane Temporary Roundabout
- M6 Motorway Slip Roads - Temporary Roundabout
- A519 Newcastle Road Temporary Highway Diversion
- Bent Lane Temporary Highway Diversion
- Bent Lane Temporary Modifications
- Dog Lane Temporary Highway Diversion
- A53 Newcastle Road Temporary Highway Diversion
- A53 Newcastle Road Temporary Roundabout
- Manor Road Temporary Highway Diversion
- A525 Bar Hill Road Temporary Roundabout
- Checkley Lane Temporary Highway Diversion
- Den Lane Temporary Highway Diversion

ROUTE-WIDE TRAFFIC MANAGEMENT PLAN & LOCAL TRAFFIC MANAGEMENT PLANS

“Traffic and transport management - route-wide measures

14.2.2 Generic measures, which will apply route-wide, will be discussed in advance with the local highway authorities and any other appropriate authorities. Prior to the commencement of the works, the nominated undertaker will ensure that a route-wide traffic management plan (RTMP) will be produced in consultation with the highway and traffic authorities, the emergency services and other relevant key stakeholders. The RTMP will include, as appropriate:

- measures to ensure that the timely maintenance and condition of public roads, cycleways and PRow do not deteriorate due to use by the construction traffic, including monitoring arrangements with local highway authorities;
- measures which may include engagement with vulnerable road users (pedestrians, motorcyclists, cyclists, equestrians), to provide for road safety for all modes for the public and construction staff during traffic management works and temporary traffic control measures;
- contractor quality plans for management of construction vehicles through the supply chain;
- contractor implementation of driver training programmes relevant to their specific environment (e.g. to protect pedestrians and non-motorised traffic);
- vehicle safety measures including signage, mirrors, prevention of underrunning and use of technology to remove blind spots according to vehicle size;
- process of submission and, as necessary, approval of site-specific traffic management measures;
- procedures to be followed for the temporary or permanent closure or diversion of roads, PRow or accesses;
- procedures to be followed to obtain consent to work on or over railways, highways and canals;
- measures for highway reinstatement;
- arrangements for liaison with the relevant highway authorities and emergency services (including air ambulances) and protecting corridors for emergency vehicles;
- procedures to address any highway incidents or vehicle breakdowns relating to construction traffic, especially at peak times;

- emergency access protocols;
- monitoring requirements;
- lorry route-signing strategy;
- means of monitoring lorry use and any routes prohibited from use;
- dealing with large goods vehicles and abnormal loads;
- clear identification for construction heavy goods vehicles under the lead contractors' control;
- introduction of a GPS vehicle location and tracking system for tipper lorries within the lead contractors' control to be used for the movement of materials and waste in bulk and/or appropriate tracking solutions for the measurement of HS2-related traffic flows;
- monitoring for deviation from authorised routes; and
- controls on reversing alarms.

14.2.3 Other measures to manage construction traffic on a route-wide basis will include, as appropriate and where reasonably practicable, the use of rail or water transport for movement of materials and waste in bulk.

Transport and traffic management – local area measures

14.2.4 Prior to the commencement of the works, the nominated undertaker will require that local traffic management plans (LTMPs) will be produced in consultation with the highway and traffic authorities, the emergency services and other relevant key stakeholders. The LTMP(s) will include, as appropriate:

- permitted access routes and accesses for construction traffic;
- site boundaries and the main access/egress points for worksites and compounds;
- temporary and permanent closures and diversions of highways and other PRoW;
- a list of roads which may be used by construction traffic in the vicinity of the site, including any restrictions to construction traffic on these routes, such as the avoidance of large goods vehicles operating adjacent to schools during drop-off and pick-up periods and any commitments set out in the HS2 Register of Phase 2A Undertakings and Assurances;
- phasing of works;

- the proposed traffic management strategy;
- other measures which will affect the highway, such as lorry holding areas;
- regular operation of traffic liaison groups with key stakeholders to ensure that programmes of HS2 works are shared and which will assist the highway authorities to carry out their network management duties, traffic liaison groups will consider appropriate engagement with local communities directly affected by site specific traffic management plans on a case-by-case basis; and
- a register of applications for consents associated with temporary traffic management measures.

14.2.5 In relation to lorry management, LTMPs will include details of the following, where appropriate:

- timing of site operations and timing of traffic movements;
- local routes to be used by lorries generated by construction activity;
- lorry holding areas;
- lorry holding areas on- or off-highway, how they will be laid out and operated; and
- weighbridge(s) at a suitable location(s) on site to monitor compliance with vehicle weight restrictions.

14.2.6 Lorry routes will be set out in the LTMPs and as set out in the Planning Memorandum, the nominated undertaker will have forward discussions, where reasonably practicable, on lorry route applications prior to submission. The nominated undertaker will use all reasonable endeavours to incorporate reasonable views of the local highway authority.

Traffic and transport management – site-specific measures

14.2.7 Site-specific traffic management measures may include temporary interference to carriageways, footway, cycleways, verges, public paths and other PRoW, such as bridleways and their respective users. Site-specific traffic management measures will include the following, as appropriate:

- details about specific traffic management, within site-specific plans;
- road traffic management layouts and signage including for works necessary for site access for construction traffic, which will be subject to consultation with the relevant highway authority;

- the design of site access from the highway to ensure that vehicles enter and exit sites in forward gear as far as reasonably practicable, alternative arrangements will be outlined in the RTMP;
- installation of appropriate signage indicating all temporary and permanent diversions of PRow;
- measures to minimise impact on highway users;
- measures to be implemented to reduce construction traffic impacts, or impacts associated with parking on residential streets;
- retaining access for cyclists and pedestrians, where safe and appropriate;
- requirements relating to the movement of farm animals where farm accesses are affected;
- timing of traffic management operations, if their scope can be undertaken during off-peak, night or weekend working;
- parking controls;
- use of internal haul routes for construction vehicles to minimise the need to use public roads;
- measures to ensure that construction vehicles do not cause damage to highways, and measures to ensure that any damage to grass verges is repaired and reinstated;
- requirements relating to the movement of traffic from business and commercial operators of road vehicles, including goods vehicles;
- on-site speed limits and controls to reduce environmental impacts to nearby receptors and consideration of temporary reduced speed limits around worksites;
- co-ordination with utility companies and service diversions; and
- winter maintenance plans (e.g. salt or gritting), which will complement those of the relevant highway authority.

14.2.8 Where reasonably practicable and necessary, site-specific measures will be discussed with highway authorities and the emergency services and via local meetings, prior to any formal submissions required by the Bill or non-disapplied highways legislation.”

NOTE ON COMMUNITY AND ENVIRONMENT FUND (CEF) AND BUSINESS AND LOCAL ECONOMY FUND (BLEF)

CEF/BLEF

The Community and Environment Fund (CEF) is designed to help enhance community facilities, improve access to the countryside and conserve the natural environment along the line of route. The Business and Local Economy Fund (BLEF) will support local economies in areas where businesses collectively may experience disruption from the construction of HS2.

Rationale for Phase 2a Funding allocation

Following recommendation from the Phase One Select Committee, the total funding made available to the CEF and BLEF on Phase One was £40m.

Phase 2a has allocated £5m to cover the same Funds. This is proportionate to the Phase One fund, based on population density across the two routes. The population along Phase 2a is 13% of that along Phase One, meaning a Fund of approximately £5m is appropriate.

Phase One Process and Awards

The management of the CEF and BLEF has been outsourced to an existing Grant Management Body (Groundwork UK), who were selected through a competitive tender process using the Crown Commercial Services Framework.

Groundwork UK undertake the assessment of all bids against the published criteria and have Delegated Authority for approving awards under £75,000. For decisions on grant awards of £75,001 and above, the Grant Management body receive and assess the applications before presenting them to an independent Panel, appointed by HS2 Ltd.

The independent Panel make recommendations to a senior civil servant within DfT with delegated authority from the Secretary of State. If the value of the grant request exceeds £250,000 or the senior civil servant disagrees with the Panel's recommendation, then the outcome of the application will be decided by a Minister.

To date, the following applications have been approved and are in the public domain;

Date of Decision	URN	Applicant	CEF/BLEF	Value of Award
Greater London				
08/06/2017	15292	West Euston Partnership	CEF Local	£74,804
31/08/2017	19807	Castlehaven Community Association	CEF Local	£73,591
08/02/2018	26139	Fitzrovia Youth in Action	CEF Local	£74,985
28/02/2018	27363	Training Link	CEF Local	£74,235
TOTAL				£297,615
Central				
10/08/2017	1760	Helmdon Acorns Pre-School	CEF Local	£5,442
13/09/2017	18452	Steeple Claydon Methodist Church	CEF Local	£12,000
31/10/2017	20404	Wormleighton PCC	CEF Local	£74,982
07/11/2017	13971	Forest Enterprise England	CEF Strategic	£450,000
21/11/2017	22552	Thorpe Mandeville Village Hall Trust	CEF Local	£4,650
06/01/2018	25300	Wendover Swimming Pool	CEF Local	£74,000
08/02/2018	27052	Croughton Playing Field & Village Hall	CEF Local	£38,881

28/02/2018	28305	Padbury Pre-school	CEF Local	£1,000
			TOTAL	£660,955
West Midlands				
08/02/2018	24220	Upcycle Birmingham Ltd	CEF Local	£70,750
			TOTAL	£70,750
Route Wide / Cross Border / Off Route				
31/10/2017	21513	Richings Park Sports Club Ltd	CEF Local	£39,960
			TOTAL	£39,960
			GRAND TOTAL	£1,069,280

A brief overview of each award can be found on the interactive map of funded projects here - <https://www.groundwork.org.uk/Sites/hs2funds/pages/hs2-community-and-business-funds-project-map>

In addition, awards for 30 more projects totalling just over £1m in pipeline funding have been approved and are currently awaiting final sign-off of terms and conditions. Further to this, 13 applications have been submitted and are in the process of being reviewed by Groundwork UK.

Phase One Publicity and promotion

Since the launch of the Funds, Groundwork UK have been promoting CEF and BLEF through their existing networks which includes the community/voluntary and environmental sectors. This includes delivering regular presentations on the funds at events attended by individual community members as well as representatives of community and voluntary sector organisations.

Groundwork UK have also attended HS2 Community Engagement events, Land and Property surgeries and Construction open evenings to promote the Funds. Groundwork UK will continue to attend all similar HS2 engagement events to provide publicly available information at these public events and meetings.

Groundwork UK have produced a set of banners and leaflets to take along to the events to sit alongside the regular HS2 route wide community newsletters and factsheets, produced by the HS2 Community Engagement team, which also contain information and updates on the Funds.

Six monthly communications are issued to all Local Authority contacts along the Phase One route. Similar information in the form of a letter is to be sent to business contacts specifically on BLEF. Regular updates are also issued to line of route MPs.

In addition, HS2 and DfT comms teams publish national, regional and local press releases linked to key announcements (e.g. first awards, announcement of breaking the £1m funding barrier etc) and wider HS2 developments.

Groundwork UK also undertake targeted social media activity, and applicants are requested to publicise and promote the funds as a condition of the awards, for example through plaques on capital projects and logos on letterheads.

A similar approach will be adopted for CEF/BLEF funds linked to Phase 2a.

NOTE ON COMPENSATION

SUMMARY OF COMPENSATION FOR OWNERS AND OCCUPIERS AFFECTED BY HS2 PHASE 2A**PROMOTER'S NOTE**

THIS NOTE SHOULD BE READ WITH THE SLIDES ACCOMPANYING THE PRESENTATION BY MR COLIN SMITH TO THE SELECT COMMITTEE ON 26 MARCH 2018 – P7(1)-(46)

Statutory compensation for compulsory purchase – the compensation code

1. The governing principle of the land compensation acts is that a landowner whose land is purchased compulsorily for public works must be fully and fairly compensated for his loss. That principle is sometimes described as the 'principle of equivalence'; it is also characterised as the 'value to the owner' principle.
2. Effect is given to that governing principle by the two fundamental rules for the assessment of land compensation –
 - (1) The value of the land compulsorily purchased must be assessed as the amount which the land might be expected to realise if sold in the open market by a willing seller (the 'market value' rule).
 - (2) The landowner shall also receive compensation for any losses that result from being dispossessed of the land by compulsory purchase (the 'disturbance' rule).
3. The market value rule is applied assuming cancellation of the scheme of public works for which the land has been compulsorily purchased (i.e. Phase 2a of HS2); and leaving out of account any increase or decrease in value that would have resulted from that scheme (known as the 'no scheme' rule).
4. There is a further fundamental rule that is engaged in the case in which part only of the landowner's land is compulsorily acquired –
 - (3) Where the value of other land held by the landowner loses value as a result of being severed from the land compulsorily purchased, or otherwise depreciated in value as a result of the construction or operation of the public works, compensation is payable for that loss.
5. Applying these rules ensures that, so far as money can do it, a landowner from whom land is acquired under compulsory purchase is fully and fairly compensated for his loss. The disturbance rule enables the landowner to recover compensation for all those losses that are the reasonable consequence of his being displaced from occupation of the land compulsorily acquired, as part of his claim. This is so whether the land is held freehold or leasehold; and whether it is his home, his business premises or his farm holding. By way of example, the disturbance rule may include permanent and temporary loss of profits, loss of crops, fitting out or special adaptation of buildings or structures to maintain existing business operations, conveyancing fees, stamp duty and professional costs in dealing with the claim.

6. The land compensation acts form a comprehensive statutory code governing the assessment and payment of land compensation following compulsory purchase of land for public works. That statutory code (the “compensation code”) applies to the HS2 Phase 2a Bill as it applies to any compulsory purchase order. In the case of Phase 2a of HS2, the Bill itself when enacted will operate as the compulsory purchase order.
7. The land compensation acts provide a consistent approach to the assessment and payment of land compensation for compulsory purchase across all schemes of public works (housing, town centre redevelopment, power stations, airports, roads and rail schemes). The land compensation acts are periodically reviewed and amended – the most recent amendments being enacted under the Localism Act 2011, the Housing and Planning Act 2016 and the Neighbourhood Planning Act 2017.
8. Determination of the amount payable to the landowner in accordance with the rules for assessing land compensation normally occurs following the exercise of compulsory purchase powers by the acquiring authority. In the case of Phase 2a of HS2, the Secretary of State will carry out the process of compulsory purchase following enactment of the Bill. The body that is asked to grant powers of compulsory purchase (in this case, Parliament) does not normally determine the amount of compensation payable following the exercise of those powers by the Promoter.
9. The procedures for making a claim for land compensation, the payment of an amount of compensation in advance of determination of the full amount payable, and for the resolution of a dispute over the amount payable, are all laid down under the compensation code. Pending final determination of the compensation payable to the landowner, the compensation code gives that person the right to claim payment in advance of up to 90% of the estimated amount of compensation payable to him, that right arising on the date on which the acquiring authority takes possession of his land.
10. The compensation code also provides the rules for calculating statutory loss payments (home loss, basic loss and occupier’s loss payments) and for the payment of interest on land compensation.
11. The compensation code assigns the role of resolving disputes over the amount of land compensation payable to a landowner to the Upper Tribunal (Lands Chamber), which is a specialist land valuation court. However, the majority of land compensation claims are in fact resolved by agreement between the landowner and the acquiring authority, usually through negotiations between their surveyors and lawyers against the background of the compensation code. The reasonable costs and professional fees incurred by the landowner are themselves payable by the acquiring authority as part of the landowner’s compensation claim.
12. Typical examples of matters that fall within the wide remit of the Upper Tribunal (Lands Chamber) include –
 - (1) The development potential of the land in the no scheme world.
 - (2) Whether the effect of compulsory purchase of part only of the landowner’s holding will have so harmful an impact on the remainder of his holding that the acquiring authority should be obliged to acquire the whole holding (a ‘material detriment’ claim).

- (3) Whether the acquiring authority ought to accept a blight notice served by the landowner.
 - (4) Whether, in the light of the particular characteristics of the land, the lack of any active market for land of that kind justifies the assessment of compensation on the basis of 'equivalent reinstatement'.
 - (5) Whether the value of any retained land has been depreciated (known as 'injurious affection') or enhanced (known as 'betterment') by the construction or operation of the public works.
 - (6) Whether the 'price' offered by the acquiring authority under the market value rule is too low.
 - (7) Whether the 'price' claimed by the landowner under the market value rule is too high.
 - (8) Whether money spent by the landowner in anticipation of being displaced from his land ought to be reimbursed by the acquiring authority under the disturbance rule.
 - (9) Whether the costs incurred by the landowner on fitting out his replacement premises exceed what was reasonable in the circumstances of his case.
 - (10) In a very rare case in which the impact of the compulsory purchase is to cause the closure of the landowner's business, the valuation of that business as a going concern.
13. Further information on the land compensation code is available in HS2 Phase 2a Information Paper C8 "Compensation Code for Compulsory Purchase" and the guidance notes listed at paragraph 10 of that information paper.

Alternative Dispute Resolution

14. There is increasing reliance on alternative dispute resolution procedures to resolve land compensation claims. HS2 Ltd has recently published guidance on the use of alternative dispute resolution in compulsory purchase claims for HS2. See ["Alternative Dispute Resolution – HS2 guidance for compulsory purchase claims"](#).

Advance purchase by the Secretary of State under the statutory blight regime

15. The owner-occupier of residential premises, small business premises or an agricultural holding situated within the safeguarded area for Phase 2a of HS2 may serve a blight notice requiring the Secretary of State to purchase his property in advance of enactment of the Bill (or, following enactment, in advance of the exercise of compulsory purchase powers). In order to qualify to serve a blight notice, the owner-occupier of such premises must own either the freehold interest or a leasehold interest with at least 3 years left to run at the date of service of the blight notice. On receipt of a blight notice, the Secretary of State will notify his decision whether or not to accept the notice within the period of 2 months laid down by law for that purpose. Following the Secretary of State's acceptance of a blight notice, the compensation payable to the owner-occupier is determined in accordance with the compensation code.

16. More information on blight notices, safeguarding and the express purchase scheme which streamlines blight notice procedure for Phase 2a of HS2 may be found in HS2 Phase 2a Information Paper C4 “Safeguarding and Statutory Blight” and the HS2 publication [“Selling your home or small business using the statutory blight or express purchase process”](#).

Compensation where no land is acquired by the Secretary of State

17. Compensation is payable to the owner of any land or right in or over land which is “injuriously affected” by the execution of the authorised works for the construction of Phase 2a of HS2. The meaning of “injuriously affected” is explained in paragraph 6.2 of HS2 Phase 2a Information Paper C8 “Compensation Code for Compulsory Purchase”. The measure of compensation is the resulting diminution in the value of the land or right.
18. Once the HS2 Phase 2a railway has been opened for public traffic for a period of 12 months, compensation may be claimed by qualifying owner-occupiers for the loss in value to their property due to physical factors such as noise, vibration, artificial lighting, under Part 1 of the Land Compensation Act 1973.

Accommodation works

19. Accommodation works will be provided as part of the detailed design of Phase 2a of HS2 in order to limit the severance and other disturbance caused to neighbouring landowners by the construction of the Phase 2a project. Examples include new access to severed land, replacement fencing, making good damage to drainage and continued supply of utility services. Accommodation works help to mitigate landowners’ losses and so reduce the compensation payable for compulsory purchase under the compensation code. More information is available in HS2 Phase 2a Information Paper C2 “Rural landowners and occupiers guide”.

Generalised blight: non-statutory compensation schemes

20. The Secretary of State recognises that the prospect of construction of Phase 2a of HS2 can create blight extending beyond the safeguarded area – known as “generalised blight”. To address generalised blight, the Secretary of State has introduced the package of non-statutory property schemes that is described in HS2 Phase 2a Information Paper C5 “Generalised Blight” and the published guidance notes for each scheme -
- Voluntary Purchase / Cash Offer – in the Rural Support Zone (RSZ)
 - Homeowner Payments
 - Need to Sell
 - Rent Back
 - Atypical Properties and Special Circumstances

4 June 2018