**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 phase**

**Chronology**

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

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Date</th>
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<tbody>
<tr>
<td>Announcement of Initial Preferred Route for Phase Two</td>
<td>January 2013</td>
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<tr>
<td>Phase Two route and stations consultation</td>
<td>July 2013 - January 2014</td>
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<tr>
<td>Safeguarding consultation on West Midlands to Crewe (Phase 2A)</td>
<td>November 2014 - January 2015</td>
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<tr>
<td>Phase 2A Preferred Route and timescale announced. Consultation on property assistance schemes</td>
<td>November 2015 - February 2016</td>
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<tr>
<td>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</td>
<td>January 2016 - November 2016</td>
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<tr>
<td>Environmental and Equality Impact Assessment scope and methodology consultations</td>
<td>March 2016 – May 2016</td>
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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

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<th>Event</th>
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<tr>
<td>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</td>
<td>December 2016 - July 2017</td>
</tr>
<tr>
<td>Formal consultation on the Environmental Statement (ES) and Equalities Impact Assessment</td>
<td>July – September 2017</td>
</tr>
<tr>
<td>Formal consultation on the Additional Provision Environmental Statement and Supplementary Environmental Statement</td>
<td>March – May 2018</td>
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**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 (e.g., 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 (e.g., 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.

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 area. 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

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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.

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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.
22. The Residents’ Commissioner started in post in January 2015 and oversees and monitors HS2 Ltd’s commitments and produces periodic reports\(^8\). 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.”

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\(^8\) 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](https://www.gov.uk/government/publications/hs2-residents-charter).
COMMUNITY ENGAGEMENT STRATEGY
Community Engagement Strategy

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

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**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.

**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.

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

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

A new railway

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.

“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

“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

“...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.
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 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 established across the area. It explains what will be happening in each compound and the way the conveyor to transport excavated material out of the site.
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.

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.

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.

Our values

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.
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](http://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.

### LINE OF ROUTE

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<thead>
<tr>
<th>Zone</th>
<th>Description</th>
<th>Homeowner Payment Zone</th>
<th>Rural Support Zone (RSZ)</th>
<th>Safeguarded area and extended homeowner protection zone</th>
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1**Usually 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.
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.

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.

“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

“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.
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.

**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.

**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.

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

**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.

**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.

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

**Construction**
Activities could include preparing the ground for construction and delivering the physical works required to build the new railway.
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
<table>
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<tr>
<th>Consulting</th>
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<tr>
<td>Specific consultation programmes focused on land and property schemes available and bilateral discussions with those affected.</td>
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<tr>
<td>Formal consultations for route design and Environmental Impact Assessments along the line of route.</td>
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<td>Publication of consultation reports covering the main themes of the consultation responses, setting out what decisions were taken as a result of the process.</td>
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<td>Provision of clear information at consultation events and in communications to ensure communities understand next steps.</td>
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<th>Responding</th>
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<tr>
<td>Dedicated communications channels, where people can contact HS2 Ltd with enquiries by telephone, email, post or online.</td>
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<td>A route-wide engagement team who are visible, agile and responsive to their communities.</td>
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<tr>
<td>A knowledgeable public response team who are well informed and able to answer questions and respond to concerns in a timely manner.</td>
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<tr>
<td>Attendance at and participation in local events.</td>
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<td>Provision of regular feedback on activities and how community views have been addressed.</td>
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<td>Provision of a clear complaints process that is accessible to all.</td>
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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
How we will measure our success

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

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.

“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
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 08081434434.

We also operate a Freephone Minicom service on 08081456472 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 08081434434
Email HS2enquiries@hs2.org.uk
Minicom 08081456472
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
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.
COMMUNITY ENGAGEMENT FRAMEWORK
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 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.

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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.
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 enquiries 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](http://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:
  o measures to be provided through provision of “charitable hours”;
  o measures to be provided through independent investment by the contractor;
  o 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

Community Engagement Strategy

Code of Construction Practice

Community Engagement Framework

Overarching Strategy
- HS2 Developed
- Community Relations
- Will inform the Community Engagement Strategy which is under development

Legal Responsibilities
- HS2 Developed
- Technical Directorate
- Currently draft

Route wide Engagement
- HS2 Developed
- Community Relations
- To be considered in CEDPs
- Will continue to evolve and respond to business needs

Area Specific Engagement
- HS2 Developed
- Community Relations
- 9 plans in total
- Currently being drafted

Area Specific
- Contractor to develop and deliver
- Worksite specific
- Drafted upon Contract Award

Local Environment Management Plans

EDI Strategy

Property Compensaiton Engagement

CEF & BLE Engagement

Highways Engagement

Design Development Engagement

GI & Public Utilities Engagement

Historic Environment Community Engagement

HS2 Community Engagement Delivery Plans

Contractor engagement strategies/plans
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.

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Site (working areas)</th>
<th>Key contact (core hours)</th>
<th>Key contact (out of hours)</th>
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</table>

Please provide details of all relevant industry partners/subcontractors

<table>
<thead>
<tr>
<th>Sub-Contractor/s and Industry Partners</th>
<th>Site</th>
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<th>Key contact (out of hours)</th>
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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.
Community Engagement Plan
Whittington
Lichfield
Fradley
Kings Bromley and Handsacre

HS2 Ltd’s approach to community engagement and what it means for your area
High Speed Two 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

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

Respecting our communities

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

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.

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

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

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.

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:

» 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.

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.

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.
# 2 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-hs2](http://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.

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### 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.

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

“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.

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 area;

» 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.
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.

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.
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.

**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 hibernate.

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**Key**

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

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

**AREA-WIDE**

**WHITTINGTON AND FISHERWICK**

**LICHFIELD**

**FRADLEY AND STREETHAY**

**KINGS BROMLEY**

**ARMITAGE AND HANDSACRE**

**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.

**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.

**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.

We provide further information live on our website here: [https://hs2instaffs.commonplace.is](https://hs2instaffs.commonplace.is)

Please note, dates shown are subject to change.
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.
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.
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.
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
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.

To help us keep your information safe 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.