

HS2



Respecting people, Respecting places

HS2 Community
Engagement Strategy

Updated
October 2021



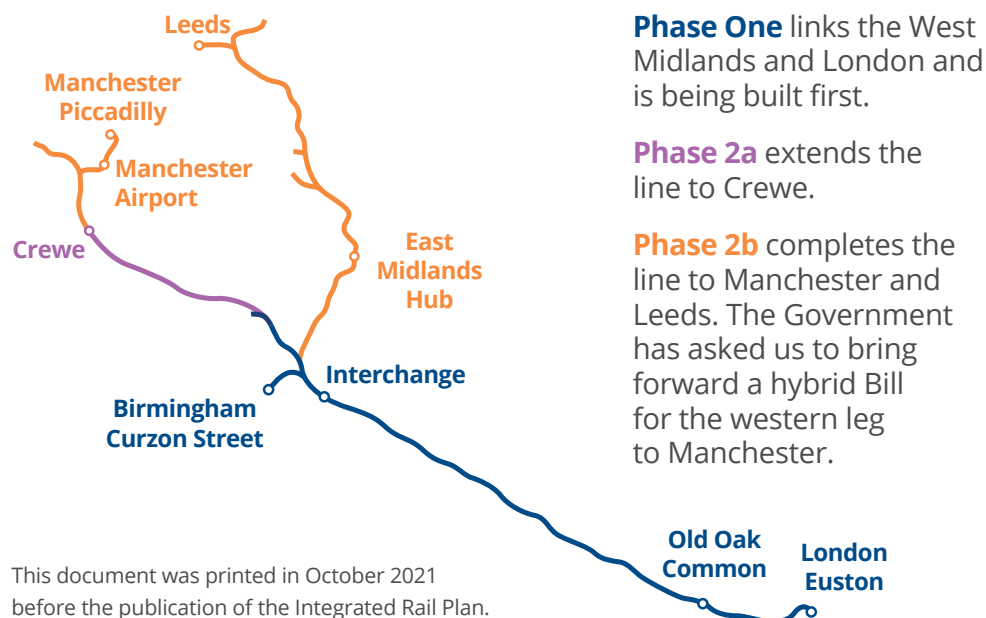


HS2 staff member meeting with members of the public at the HS2 Roadshow event in Birmingham, September 2021.

Who we are

HS2 Ltd was set up by the Government to design and build HS2, Britain's new high-speed railway.

We are building HS2 in three different phases known as Phase One, Phase 2a and Phase 2b.



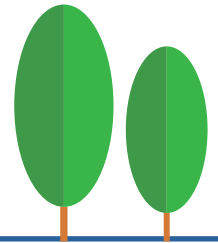
Phase One links the West Midlands and London and is being built first.

Phase 2a extends the line to Crewe.

Phase 2b completes the line to Manchester and Leeds. The Government has asked us to bring forward a hybrid Bill for the western leg to Manchester.

This document was printed in October 2021 before the publication of the Integrated Rail Plan.

Respecting people, Respecting places



This summary explains what we mean by respecting people and places as we build HS2.

We know that planning and building the railway disrupts the lives of local people. We will always try to do the right thing and reduce disruption as much as we can.

We will

- tell you what we are going to do and when;
- let you know if things change; and
- if we get something wrong, we will listen to you and do our best to make it right.

How we will engage with you



Informing

We will keep you updated on issues that affect your area.



Involving

We will involve you in opportunities as we plan and build HS2.



Responding

We will listen to you and help with your questions and concerns.



Consulting

We will formally consult with you while we seek permission to build Phase 2b. We now have permission to build Phase One and Phase 2a.

Informing

We will keep you updated on issues that affect your area.



Our commitments

- We will tell you about HS2 works in your area.
- We have local community websites and newsletters with regular information and updates about our work in your area.
- We have local community teams who know your area. They will hold local events and run projects to keep you informed.

Fulfilling our commitments

- Our locally based community teams will provide regular opportunities for you to talk to us both face-to-face and online.
- A live interactive map will show all HS2 activity in your local area and along the line of route.
- Dedicated local community websites will share information about your local area online.
- Local information can be provided in print, different languages and accessible formats.
- A local area plan will explain how we will engage and keep you updated in your area.
- We will promote awareness of all our property schemes for people whose homes or businesses are affected by HS2.



HS2 staff member engaging with members of the public at the HS2 Roadshow event in Hertfordshire, June 2019.

Involving

We will involve you in opportunities as we plan and build HS2.



Our commitments

- We will involve you in opportunities to benefit and learn as we build HS2 including jobs, skills, education, employment and funding.
- We will ask you about the design of specific parts of the railway.

Fulfilling our commitments

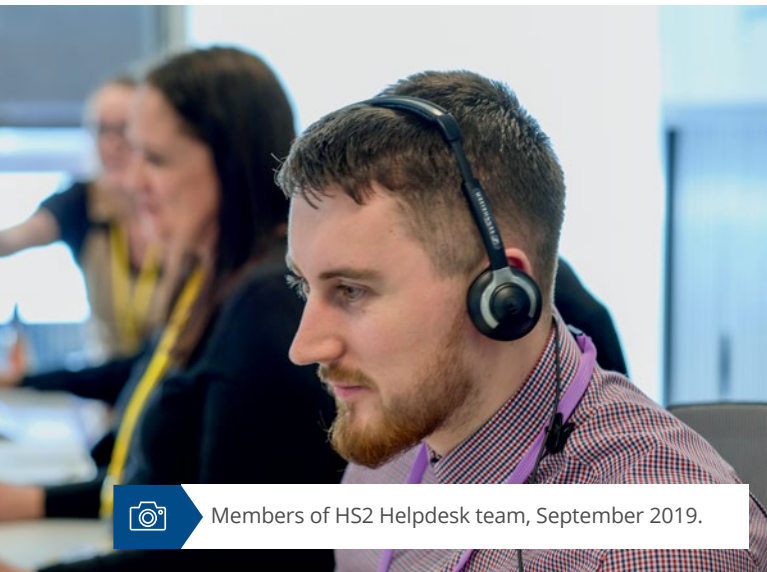
- We will run interactive archaeology and ecology programmes.
- We will deliver education programmes for schools and young people affected by HS2, and regularly share information on jobs and employment.
- We will join existing community forums so that you can talk to us at local groups and events.
- We will meet with your local authorities and representative members along the route.
- We will support local areas through investment in community projects.
- We will invite you to workshops and discussions to ask you about the design of key features of the railway, such as stations, vent shafts, viaducts and hoardings.
- We will ask your views on how we communicate and engage, and the best ways of keeping you involved in information about HS2.



HS2 staff member planting flowers with members of the public at a local community garden in London, July 2019.

Responding

We will listen to you and help with your questions and concerns.



Members of HS2 Helpdesk team, September 2019.

Our commitments

- Our dedicated HS2 Helpdesk is available 24 hours a day, every day of the year, to help with any questions or concerns you have about HS2 or our work.
- If things go wrong, we have a complaints process and a dedicated complaints team.
- An independent Construction Commissioner monitors how we manage and deal with complaints.

Fulfilling our commitments

- Our dedicated HS2 Helpdesk is available 24 hours a day, every day of the year, including bank holidays. We can answer many of your queries straight away.
- The HS2 Helpdesk works with teams across HS2 and all our construction sites to put things right as quickly as possible.
- The HS2 Helpdesk is based in the UK and knows the full route of the new railway to better understand how we can help you.
- We provide an independent advocacy service which can help represent residents who need additional support when engaging with HS2.
- You can contact us by freephone, email, web contact form, minicom, or freepost www.hs2.org.uk/in-your-area/contact-us/
- We have a complaints process and a dedicated complaints team who investigate your concerns to published targets and timescales www.hs2.org.uk/in-your-area/contact-us/how-to-complain/
- The independent Construction Commissioner monitors how we manage construction complaints and mediates in disputes about construction that we can't resolve complaints@hs2-cc.org.uk

Consulting

Phase 2b

Formal consultation is a legal process that takes place while we are seeking permission to build the railway. Consultation helps inform government policy. We now have permission to build Phase One (between the West Midlands and London) and Phase 2a (between the West Midlands and Crewe).

Our commitments

- We will hold formal consultations with you while we seek permission to build Phase 2b of HS2.
- We now have permission to build Phase One and Phase 2a. This means we will only formally consult on this part of HS2 when we need permission to do things that fall outside the terms of the legislation agreed by Parliament.



Fulfilling our commitments

- We will hold formal consultations for the Government, while we seek permission to build Phase 2b of HS2. We will do this by:
 - publishing the consultation and making it clear what we are consulting on;
 - letting you know when a consultation is launched;
 - explaining what it means to you;
 - providing you with a way to respond; and
 - publishing the response.
- We will formally consult on:
 - the Phase 2b route;
 - changes to the design of the Phase 2b route known as design refinement;
 - the working draft Environmental Statement and our equalities impact assessment, which makes sure the plans for Phase 2b are fair for everyone; and
 - our property schemes for homes and businesses directly affected by HS2.

Independent commissioners and keeping you informed

HS2

We are committed to keeping you informed about work on HS2. This includes making sure you know what to expect and when to expect it, as well as how we can help you.

The Residents' Commissioner

The independent Residents' Commissioner oversees and monitors our commitments to you.

The commissioner's reports and our responses can be found at www.gov.uk/government/collections/hs2-ltd-residents-commissioner

The Residents' Commissioner makes sure we fulfill the commitments in this strategy.

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

Construction Commissioner

The independent Construction Commissioner regularly meets our Chief Executive Officer to raise any concerns or emerging trends across HS2.

The Construction Commissioner's role has been developed to monitor the way we manage and respond to construction complaints.

The commissioner mediates on disputes about construction, involving individuals and organisations, that we can't resolve. The commissioner advises members of the public about how to make a complaint about construction.

The Construction Commissioner can be contacted on: complaints@hs2-cc.org.uk

Property and compensation

You can find out about HS2 and properties along the route by visiting: www.gov.uk/government/collections/hs2-property

Find out if you can claim compensation at: www.gov.uk/claim-compensation-if-affected-by-hs2

Contact us

Contact our HS2 Helpdesk team all day, every day of the year on:

Freephone **08081 434 434**

Minicom **08081 456 472**

Email HS2enquiries@hs2.org.uk

Write to:

FREEPOST

HS2 Community Engagement

Website www.hs2.org.uk

To keep up to date with what is happening in your local area, visit: www.HS2inyourarea.co.uk

Please contact us if you'd like a free copy of this document in large print, Braille, audio or 'easy read' format. You can also contact us for help and information in a different language.

We are committed to protecting personal information. If you wish to know more about how we use your personal information please see our Privacy Notice www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice

Holding us to account

If you are unhappy for any reason you can make a complaint by contacting the HS2 Helpdesk. For more details on our complaints process, please visit: www.hs2.org.uk/in-your-area/contact-us/how-to-complain/