

## HIGH SPEED TWO PHASE 2a INFORMATION PAPER

### G2: COMMUNITY ENGAGEMENT

This paper outlines the approach to community engagement to be taken by the nominated undertaker during construction of the Proposed Scheme.

It will be of particular interest to those potentially affected by the Government's proposals for high speed rail.

This paper was prepared in relation to the promotion of the High Speed Rail (West Midlands-Crewe) Bill which is now enacted. It was finalised at Royal Assent and no further changes will be made.

If you have any queries about this paper or about how it might apply to you, please contact the HS2 Helpdesk in the first instance.

**The Helpdesk can be contacted:**

**by email:** [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk)

**by phone (24hrs):** 08081 434 434  
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**or by post:** High Speed Two (HS2) Limited  
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# G2: COMMUNITY ENGAGEMENT

## 1. Introduction

- 1.1. High Speed Two (HS2) is the Government's proposal for a new, high speed north-south railway. The proposal is being taken forward in phases: Phase One will connect London with Birmingham and the West Midlands. Phase 2a will extend the route to Crewe. Phase 2b will extend the route to Manchester, Leeds and beyond. The construction and operation of Phase One of HS2 is authorised by the High Speed Rail (London – West Midlands) Act 2017.
- 1.2. HS2 Ltd is the non-departmental public body responsible for developing and promoting these proposals. The company works to a Development Agreement made with the Secretary of State for Transport.
- 1.3. In July 2017, the Government introduced a hybrid Bill<sup>1</sup> to Parliament to seek powers for the construction and operation of Phase 2a of HS2 (the Proposed Scheme). The Proposed Scheme is a railway starting at Fradley at its southern end. At the northern end it connects with the West Coast Main Line (WCML) south of Crewe to allow HS2 services to join the WCML and call at Crewe Station. North of this junction with the WCML, the Proposed Scheme continues to a tunnel portal south of Crewe.
- 1.4. The work to produce the Bill includes an Environmental Impact Assessment (EIA), the results of which are reported in an Environmental Statement (ES) submitted alongside the Bill. The Secretary of State has also published draft Environmental Minimum Requirements (EMRs)<sup>2</sup>, which set out the environmental and sustainability commitments that will be observed in the construction of the Proposed Scheme.
- 1.5. The Secretary of State for Transport is the Promoter of the Bill through Parliament. The Promoter will also appoint a body responsible for delivering the Proposed Scheme under the powers granted by the Bill. This body is known as the 'nominated undertaker'. The nominated undertaker will be bound by the obligations contained in the Bill and the policies established in the EMRs. There may be more than one nominated undertaker.
- 1.6. These information papers have been produced to explain the commitments made in the Bill and the EMRs and how they will be applied to the design and construction of the Proposed Scheme. They also provide information about the Proposed Scheme itself, the powers contained in the Bill and how particular decisions about the Proposed Scheme have been reached.

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<sup>1</sup> The High Speed Rail (West Midlands – Crewe) Bill, hereafter 'the Bill'.

<sup>2</sup> For more information on the EMRs, please see Information Paper E1: Control of Environmental Impacts.

## 2. Overview

- 2.1. This paper explains the nominated undertaker's approach to community engagement, identifying the relevant documents, standards and controls that will apply during construction of the Proposed Scheme.

## 3. Community Engagement Strategy

- 3.1. Hs2 Ltd's Community Engagement Strategy<sup>3</sup> sets out the high level approach to community engagement, the expected behaviours and activities of all staff and suppliers and how these translate into ten community commitments, also contained in the Residents' Charter.
- 3.2. The Strategy explains how HS2 Ltd is committed to being a good neighbour to communities affected by the project. It also sets out the four different types of engagement activity that HS2 Ltd undertakes:
  - Informing – keeping communities informed on the issues that affect them through clear, timely and tailored communications.
  - Consulting – arranging formal, written, public consultations on the project, where appropriate.
  - Involving – creating opportunities for local communities to get involved throughout the design and delivery of the project, so that HS2 Ltd can take into consideration how they live, work and play.
  - Responding – providing free and accessible options for communities to contact HS2 Ltd to seek information and raise their concerns. HS2 Ltd will respond to their requests and comments in a timely and comprehensive way.
- 3.3. HS2 Ltd will produce Local Area Engagement Plans to explain how it will meet the commitments set out in its Community Engagement Strategy at a local level.
- 3.4. Community engagement activities will be delivered by community engagement specialists dedicated to individual sections of the route.
- 3.5. Engagement activity will cater for people of all backgrounds and circumstances, including vulnerable people and people with additional needs.

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<sup>3</sup> <https://www.gov.uk/government/publications/hs2-ltds-community-engagement-strategy>

## 4. Community Engagement Framework

- 4.1. The nominated undertaker will develop a Community Engagement Framework for the Proposed Scheme, in accordance with HS2 Ltd's Community Engagement Strategy. It will be written in line with the draft Code of Construction Practice and will support any specific Undertakings and Assurances given through the Parliamentary process, to be applied by the nominated undertaker and to which the contractors, and their sub-contractors, have to adhere to during the construction of the Proposed Scheme.
- 4.2. The framework will include the responsibilities of the nominated undertaker and contractors, and their sub-contractors, in complying with undertakings<sup>4</sup> and performance of commitments, local agreements and specific community requirements throughout the Proposed Scheme.
- 4.3. The framework will explain how proactive and reactive engagement activity will be delivered during construction. This includes the approach that HS2 Ltd will take to community engagement plans, advance notification of works, complaints and enquiries, and local community investment initiatives.

## 5. Residents' Charter

- 5.1. A Residents' Charter has been developed by HS2 Ltd. It identifies ten community commitments that will be used as the basis to measure the success of the Proposed Scheme, the nominated undertaker and contractors, and sub-contractors:
  - Continue to build respectful, long-term relationships with affected communities and actively encourage the workforce to listen to local concerns and be considerate and accountable for their actions at all times.
  - Work with affected communities to develop local two-way engagement and communication programmes, ensuring they 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 affected communities and the workforce.
  - Respect the wellbeing of affected communities, minimising disruption to their lives with local mitigation plans and activities, ensuring that the standards set out in the Code of Construction Practice are met.
  - Leave a positive and sustainable legacy for affected communities.

- Respond to questions and complaints quickly and efficiently, with an acknowledgment within - two working days, and responding within a maximum of 20 working days if the query enquiry cannot be answered straight away.
  - Promote awareness of all HS2 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 HS2 Helpline information and complaints procedure.
- 5.2. The Residents' Charter was published in July 2017 and is available here:  
<https://www.gov.uk/government/publications/hs2-residents-charter>

## **6. Residents' Commissioner**

- 6.1. The Residents' Commissioner is independent and holds HS2 Ltd accountable to the commitments made in the Residents' Charter. The Residents' Commissioner oversees and monitors HS2 Ltd's commitments to residents and produces a periodic report, published online at:  
<https://www.gov.uk/government/collections/hs2-ltd-residents-commissioner>
- 6.2. In addition, the Residents' Commissioner meets regularly with the Chairman of HS2 Ltd to raise and discuss emerging trends and concerns.
- 6.3. The Residents' Commissioner does not investigate individual cases, act as an arbitrator for individual resident concerns, or deal with complaints.

## **7. Construction Commissioner**

- 7.1. The independent Construction Commissioner's role will be to mediate and monitor the way in which the nominated undertaker manages and responds to construction complaints.
- 7.2. The Construction Commissioner will mediate any unresolved construction related disputes between the nominated undertaker and individuals or bodies, and will provide advice to members of the public about how to make a complaint arising out of construction of the Proposed Scheme.
- 7.3. For more information, see Information Paper D4: Construction Commissioner.

## **8. More information**

- 8.1. More detail on the Bill and related documents can be found at: [www.gov.uk/hs2](http://www.gov.uk/hs2)