

HS2 Ltd draft Community Engagement Framework

Contents

DRAFT

1 Introduction

- 1.1.1 High Speed Two (HS2) is a new railway network proposed by 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 will 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. But whoever they are, all nominated undertakers will be bound by the obligations contained in the Bill and the policies established in the EMR's.
- 1.1.3 The objectives of this framework document are:
- to be compliant with all statutory duties and undertakings following Royal Assent and other relevant legislation;
 - to be compliant under the Environmental Minimum Requirements (EMR's), namely the Code of Construction Practice (CoCP);
 - to ensure the consistent implementation of this strategy and other related community relations procedures throughout the project and among contractors (and their subcontractors) engaged by the nominated undertaker;
 - to be good neighbours by providing accurate and timely information about construction works and meeting with key groups on a regular basis where appropriate;
 - to provide notification to affected occupiers of key contact details in advance of works;
 - to provide key contact details and other relevant information to statutory authorities, local residents and community groups;
 - to address potential causes of complaint before they arise and resolve concerns and complaints as swiftly and efficiently as possible; and
 - to demonstrate the benefits of HS2 as a vital addition to the rail network for the UK.
- 1.1.4 HS2 Ltd is committed to sharing information throughout the lifetime of the project and to regularly seeking views from stakeholders and the community to ensure that a mutually effective and beneficial 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 (including legislation that has been disapplied) and giving due regard to best practice regarding equality and inclusivity. This information will be provided to communities in many forms including language translations, large print, Braille, easy read, and audio cassette versions, models,

meetings and visits to ensure that all members of communities which may be affected by the proposed works are kept fully and accurately informed.

- 1.1.6 HS2 Ltd will continue to abide by the spirit of the Freedom of Information Act (FoIA) 2000 and the Environmental Information Regulations (EIR) 2004, including the Code of Practice for the Dissemination of Information on Major Projects. These will be maintained through company-wide procedures.
- 1.1.7 This strategy has been produced taking into account tried and tested procedures, strategies, relevant undertakings and agreements and statutory requirements used on similar major construction projects in London, i.e. Crossrail, the Jubilee Line Extension Project (JLEP) and the Channel Tunnel Rail Link (CTRL). Where lessons have been learned and problems identified on these previous projects, improvements to the strategy have been made to reflect 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 Purpose and scope

- 2.1 The Community Engagement Framework falls under the HS2 Ltd. Community Engagement Strategy which is applicable for the whole of the HS2 Project. It was been written in line with the CoCP and is subject to any specific 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 project.

Definitions

- 2.1.1 **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.
- 2.1.2 **Community Relations Team (CRT):** HS2's Community Relations Team as defined in the Community Engagement Strategy.
- 2.1.3 **Contractor:** A contractor engaged by either HS2 or another nominated undertaker.
- 2.1.4 **Contractor's Community Relations Representatives (CRR):** Community Relations Representatives engaged by the Contractor to follow the Community Engagement Framework and to develop Community Liaison Plans.
- 2.1.5 **Environmental Information Regulations (EIR) 2004:** UK Statutory Instrument that provides a statutory right of access to environmental information held by UK public authorities.

- 2.1.6 **Environmental Minimum Requirements (EMR's):** Suite of documents being developed in consultation with local authorities and other relevant stakeholders in relation to the environmental impacts of the design and construction of the HS2 Scheme. The Nominated Undertaker is contractually bound to comply with the controls set out in the EMR's.
- 2.1.7 **Freedom of Information Act (FoIA) 2000:** An Act of Parliament of the Parliament of the United Kingdom that creates a public 'right of access' to information held by public authorities.
- 2.1.8 **Nominated undertaker:** A body nominated by the Government to undertake the construction and maintenance of the HS2 Ltd project (there may be more than one such nominated undertaker). It is anticipated for the purposes of this document, that HS2 will be appointed as the nominated undertaker and hence the terms in this document are interchangeable.

2.2 Photographic identification

- 2.2.1 In order to identify those working on the HS2 project, all relevant HS2 staff members and Lead Contractors (including Sub-Contractors) will carry photographic identification at all times to enable them to enter security areas or incident control centres as necessary.

3 HS2 Community Relations Team (CRT)

- 3.1 The nominated undertaker will appoint a Community Relations Team (CRT), the structure of which will reflect the practical requirements for construction of the project. A single point of contact within the CRT will be established for each area once these areas are established at the time of Royal Assent.
- 3.2 The CRT will have the following responsibilities:
- provide the overall community engagement framework for HS2 Ltd, owning the overarching policies and plan for engagement and ensuring 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;
 - ensure that close liaison takes place with contractors, community representatives, Local Authorities, Local Councillors, Residents, Businesses, Schools, Transport Operators, Emergency Services, Statutory Agencies and internally;
 - monitor contractor and sub-contractor compliance with undertakings and performance of commitments, local agreements and specific community requirements throughout the project;
 - work with and support the Construction Directorate delivery teams to enable full and consistent communication with all community stakeholders;

- ensure that local residents, occupiers, businesses, local authorities and parish councils are informed in advance of works taking place locally;
- deal with complaints received by the 24-hour public helpdesk;
- work with the independent Construction Commissioner to resolve any complaints received;
- monitor the carrying out of pre-and post-construction defects surveys of eligible properties and liaise with independent building surveyors;
- investigate any breaches of undertakings and agreements which may occur during the construction of HS2 and suggest remedial action were a major breach has been identified;
- host and arrange visits to sites and offices as required under the overall responsibility of the contractor;
- keep up to date with relevant community relations legislation, both locally and nationally, to ensure compliance;
- within the Community Relations Team, analyse performance, share information and modify and update procedures when necessary; and
- foster a sense of ownership and interest in the project by local communities, making them aware of the overall benefits of the project.

4 Contractor's Community Relations Representative (CRR)

4.1 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 these are established at the time of Royal Assent.

4.2 The CRR will be required:

- to adhere to the Community Relations and Corporate Affairs Policy;
- to be fully up to date with the specific works programme in their area of responsibility;
- 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 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 a Community Liaison Plan (see Section 5);

- to produce information sheets which are to be approved by the Community Relations Team in advance of distribution to local residents and businesses (these information sheets will be produced prior to works commencing, any changes to works, community information (i.e. on public meeting invitations));
- to display public information at all worksites (in the form of posters, bulletins, information sheets) to be approved by the Community Relations Team in advance, which will include details of the Hs2 Ltd. Public Helpline number and website address;
- to be contactable by the helpdesk, by his or her own site organisation at all times, by means of a direct telephone (with answerphone facility) and through any emergency procedures. Where the CRR is not able to be available, a deputy must be in place;
- 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; and
- to manage and resolve complaints or queries directed to the CRR from the HS2 Ltd. Public Helpdesk or through the site's project management, initiating any necessary enforcement or corrective action and advising the Helpdesk of the outcome of any action taken within 24 hours.

5 Community Liaison Plan

5.1 Community Liaison Plans will be produced by the Contractor in advance of starting works on site and submit to the nominated undertaker for acceptance.

5.1.1 The Community Liaison Plan will be sent to the Local Authority for information in advance of works starting on site.

5.1.2 The Community Liaison Plan shall:

- detail the overall method for producing advance notification information;
- identify key contract details (such as scope of work, properties likely to be affected by the construction work activities, either directly or indirectly, the local MP's constituency office), the Contractors name, site address and key contacts within the project site team organisation, including the location and telephone (fixed and mobile) numbers and email for the CRR and nominated delegates for core and non-core working hours;
- include a 24-hour day, 7 day roster showing the duty times for the CRR's and nominated delegates;
- provide expected durations of phases of work, their potential impact on the local community and mitigation measures;

- all relevant emergency contact details of emergency services (including local contact details);
- detail known equality impacts (locations of schools, places of worship, elderly accommodation etc.);
- demonstrate how project information will be disseminate in an inclusive manner with specific ethnic groups, representatives of and for disabled people and gender based organisations, considering the languages spoken by the various communities affected by the construction works and the needs of people who may have a sensory impairment or learning disability when producing communication material;
- demonstrate how the communication requirements and access rights of disabled people will also be satisfied;
- specify details of the catchment area (as a minimum all properties within 100m of the construction works boundary) to be included in Information Sheet deliveries and list other recipients of Information Sheets (e.g. ward councillors, parish councils, residents' groups, information boards at community centres, libraries and post offices, citizens advice bureau, police stations etc.);
- provide the HS2 Public Helpdesk number;
- provide details of any expected public transport diversions, delays, planned road closures, impacts on highways, interrupted access for residents / businesses, or other expected community disruption;
- include the contract details of the HS2 Ltd. Construction Commissioner;
- give contact details of the Local Authority Officers responsible for monitoring environmental and planning matters among other disciplines;
- give details of how the Contractor will address feedback from local communities in relation to its performance of the works;
- give details on community information events / community working group meetings. The local residents, businesses and Local Authority representatives are to be invited to these events / meetings, which are to be led by the Contractor with support from the nominated undertaker. Details of current construction work activities, programme of works and forthcoming disruptive construction work activities are to be presented;
- provide contact details of any industry partners' personnel where appropriate; and
- include procedures identifying how the Contractor and the CRR will liaise with the CRT.

5.1.3 The Contractor will review and update the Community Liaison Plan as necessary or as instructed by the nominated undertaker as the works progress to ensure it reflects the current site conditions, useful advice from the Local Authorities and provides up to date contact information.

- 5.1.4 As a minimum, regardless of change to the project, the Plan should be submitted to the nominated undertaker every six months for acceptance and sign off.
- 5.1.5 The Community Liaison Plan will be made publically available.

6 Advance notification of works

- 6.1.1 The nominated undertaker and its contractors will ensure that local residents, occupiers, businesses, local authorities and parish councils will be informed in advance of works taking place by methods identified within this framework.
- 6.1.2 . The notifications will detail the estimated duration of the works, the working hours and the nature of the works, by means of an Information sheet. In the case of works required in response to an emergency the local authority, parish council, local residents, businesses and community resources will be advised as soon as reasonably practicable.
- 6.1.3 All notifications will include the community helpline number.
- 6.1.4 Information on the works will also be available on the HS2 website (www.gov.uk/HS2) and at appropriate locations along the route.
- 6.1.5 The information sheet will be submitted to the CRT for approval prior to commencement of works and distributed to the local community prior to the works commencing.
- 6.1.6 For work activities to be carried out during non-core working hours, the Contractor shall produce information sheets detailing the works to be carried out, the location, nature and expected duration of the work activities, expected disruptions and the measures being taken to minimise or mitigate adverse impacts of these works.
- 6.1.7 Information sheets for non-core work activities are to be submitted to the CRT for acceptance eight weeks prior the related works commencing or in the case of emergency works or overruns, immediately after the Contractor is aware that these works need to take place.
- 6.1.8 Information sheets are to be printed onto standard HS2 Ltd. Public Information A4 templates, with translation boxes, in the format included in Appendix A.
- 6.1.9 The Contractor shall also produce an electric copy of the information sheet, to be published on the HS2 website at the same time as the printed information sheets are hand delivered.

7 Complaints and Enquiries

7.1 HS2 Ltd. Helpdesk and website

- 7.1.1 . The Community Relations Team will manage the HS2 Ltd Helpdesk (020 7944 4908), 24 hours per day, seven days per week for the duration of the project

- 7.1.2 The Helpdesk will manage all construction work related complaints and enquires from the public and will provide a single point of contact through the helpdesk number.
- 7.1.3 '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 at <https://www.gov.uk/government/organisations/high-speed-two-limited/about/complaints-procedure>. The Helpdesk's contact details will be widely promoted and displayed on site signboards and hoardings.
- 7.1.4 The nominated undertaker and its contractors will also maintain a construction operations website (which will include an email function or the latest communication technique) to handle enquiries from the general public regarding construction activities. It will be possible to contact the Helpline service through the Hs2 website email function.
- 7.1.5 The service will be made available in different languages, on a case by case basis as agreed with the nominated undertaker.

7.2 Enquiries and complaints received by the Contractor

- 7.2.1 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.
- 7.2.2 The CRT will operate a complaints monitoring system to record and track complaints received.
- 7.2.3 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.
- 7.2.4 The Contractor shall report all actions taken as part of the progress reports to be submitted to the nominated undertaker on a regular basis.

7.3 HS2 Construction Commissioner

- 7.3.1 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.
- 7.3.2 The Construction Commissioner will provide an independent arbitration service for complainants and impartially and fairly investigates any case where it is alleged that the nominated undertaker has not satisfactorily addressed a matter raised by a complainant, during construction.
- 7.3.3 The Contractor is to provide information as and when requested for the Construction Commissioner.

- 7.3.5 For more information on the role of the Construction Commissioner, see HS2 Information Paper G3: Construction Commissioner.

7.4 HS2 Residents' Commissioner

- 7.4.1 An independent Hs2 Ltd. Residents Commissioner, appointed by the Hs2 Ltd. Board, is to impartially and fairly investigate any case where it is alleged that the nominated undertaker has not satisfactorily addressed a matter raised by a complainant.
- 7.4.2 The role of the Residents Commissioner will include:
- producing a quarterly report which will be published on the Hs2 pages of the www.gov.uk website;
 - overseeing and monitoring communication standards with regard to property measures; and
 - holding regular meetings with the chairman about emerging trends and concerns regarding property schemes.
- 7.4.3 For more information, see the HS2 Residents' Charter - https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/435912/HS2_Residents_Charter.pdf.

8 Pre- and Post-construction defect surveys and property matters

- 8.1 . The CRT and the Contractors CRR's will liaise with property owners when the project carries out construction defect surveys in properties which may be affected by tunnelling operations and other identified works or are otherwise affected by compulsory purchase, temporary or permanent relocation.
- 8.1.1 They will also participate as appropriate in the delivery of the ongoing communications exercise with the owners and occupiers of property which is expected to be subject to compulsory acquisition for HS2. Involvement with affected parties may continue throughout the construction period.
- 8.1.2 Where environmental or engineering monitoring or survey equipment is required or agreed to be placed in sensitive properties, the CRT will liaise with residents, local authorities and statutory bodies to ensure equipment placement, results retrieval and equipment removal are appropriately carried out.

9 Local community initiatives and liaison

9.1 Considerate Constructors Scheme (CCS)

- 9.1.1 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.

9.2 The Community and Environment Fund (CEF)

- 9.2.1 The objective of the CEF is to add benefit over and above committed mitigation and statutory compensation to communities along the route that are demonstrably disrupted by the construction of HS2.
- 9.2.2 For more information on the CEF, see Information Paper C12: The Community and Environment Fund and Business and Local Economy Fund.

9.3 The Business and Local Economy Fund (BLEF)

- 9.3.1 The objective of the BLEF is to add benefit over and above committed mitigation and statutory compensation to support local economies that are demonstrably disrupted by the construction of HS2.
- 9.3.2 For more information on the BLEF, see Information Paper C12: The Community and Environment Fund and Business and Local Economy Fund.

9.4 Community Investment Programme (CIP)

- 9.4.1 The nominated undertaker will ensure the project provides benefits to the local community through the programme and regeneration opportunities that arise throughout construction as well as assist in funding local projects and activities.
- 9.4.2 The nominated undertaker will endeavour to ensure that the Contractors investment within the local community is coordinated, managed and diverse, which contributes to a lasting legacy.
- 9.4.3 The Community Investment Programme shall:
- identify and focus on an appropriate programme of investment that has the greatest impact on the local community based on the following criteria:
 - project impact;

- value to community, value to the Project and Sustainability;
 - availability of resources (internal and external);
 - political and/or cultural sensitivities;
 - achievability and measurability; and
 - duration and cost.
- consider the needs of the local community; and
 - avoid reactive investments with short-term impact to more sustainable long term investments.

9.4.4 For more information on the CIP, see Information Paper C12: The Community and Environment Fund and Business and Local Economy Fund.

10 References

Title	Reference
Code of Construction Practice	LWM-HS2-EV-STA-000-000107
Community Engagement Strategy	
Community Relations and Corporate Affairs Policy	

Appendix A – Example HS2 Information Sheet

DRAFT