

HS2 Ltd Community Engagement Framework

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1 Introduction

1.1 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 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 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);
 - to ensure the consistent implementation of this framework and other related community relations activities by the contractor (and sub-contractors) throughout the duration of the project;
 - to be good neighbours by providing accurate and timely information about construction works and meeting with key groups on a regular basis where appropriate; 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 and giving due regard to best practice regarding equality and inclusivity. Where required, this information will be provided to communities 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, 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 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. Where lessons have been learned and problems identified on these previous projects, improvements to the framework 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 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 CoCP and supports 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.

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
(https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/509291/Annex_1_-_Draft_Code_of_Construction_Practice.pdf)
- 2.2.2 **Community Relations Team (CRT):** The nominated undertaker's (nu's) Community Relations Team as defined in the Community Engagement Strategy
- 2.2.3 **Contractor and Sub-Contractor:** A contractor engaged by either HS2 or another nominated undertaker.
- 2.2.4 **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.
- 2.2.5 **Environmental Information Regulations (EIR) 2004:** UK Statutory Instrument that provides a statutory right of access to environmental information held by UK public authorities.
- 2.2.6 **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 (<https://www.gov.uk/government/publications/environmental-minimum-requirements>)
- 2.2.7 **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.

- 2.2.8 **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.

3 HS2 Ltd. Community Relations Team (CRT)

3.1 Responsibilities

- 3.1.1 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 has been established for each area.
- 3.1.2 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 engagement takes place with contractors, community representatives, local authorities, local councillors, residents, businesses, schools, transport operators, emergency services, statutory agencies and internally;
 - ensure contractor and sub-contractor compliance with community requirements, including with EMR's, undertakings and assurances, through performance of commitments, local agreements;
 - work with and support the Construction Directorate delivery teams to enable full and consistent communication with all community and key stakeholders;
 - ensure that local residents, businesses, local authorities, local political MP's and parish councils are informed in advance of works taking place locally where appropriate;
 - deal with complaints received by the 24-hour project helpdesk;
 - work with the independent Construction Commissioner and Residents Commissioner;
 - work with Construction Directorate to investigate any claim of a breach of any undertakings and assurances recorded in the register or any of the EMR's during the construction of HS2;;
 - host and arrange visits to sites and offices as required under the overall responsibility of the contractor;
 - within the Community Relations Team, analyse performance, share information and modify and update procedures when necessary; and
 - keep up to date with equality legislation 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 Community Liaison Plan (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.

3.3 Farmers and Growers

3.3.1 The nominated undertaker has developed a Guide for Farmers and Growers, which sets out its proposed approach to handling agricultural property matters. It provides a single source of information for all those affected and there will eventually be a bespoke guide for each affected farmer. It therefore underpins the approach that will be taken to engaging agricultural property owners and an example is available at <https://www.gov.uk/government/publications/hs2-guide-for-farmers-and-growers>.

3.3.2 The contractor shall support the nominated undertaker in its engagement with landowners and farmers and provide input to the Guides for Farmers and Growers, including design of accommodation works, incorporation of reasonable proposals by the landowner/farmer to mitigate impacts, and timing and duration of the works.

3.3.3 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.

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 these are established at the time of Royal Assent.

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 be fully up to date with the specific works programme in their area of responsibility;
- 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 (LEMP's) and be aware of the content of these 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 a Community Liaison Plan (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, information sheets) to be approved by the HS2 Community Relations Team in advance, which will include details of the HS2 Ltd. Public Helpline number and 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 HS2 Ltd. CRT 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; and
- attend community engagement activities as required and requested by the nominated undertaker.

5 Community Liaison Plan (CLP)

5.1 Scope

- 5.1.1 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 acceptance, who will then in turn send the CLP to the relevant local authorities for their comment, before work commences.
- 5.1.2 Refer to Appendix C for a mandatory CLP template, including related guidance for its completion.
- 5.1.3 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, when the Working Area has an impact on or necessitates changes to environmental conditions/requirements, or when requested to do so by HS2 Ltd.
- 5.1.4 The Community Liaison Plan will be publically available.

6 Advance notification of works

6.1 Scope

- 6.1.1 The Contractor shall notify occupiers of properties, within a specified area, and wider recipients, as agreed by HS2 Ltd. in advance of works commencing. This should be at least two weeks in advance unless otherwise agreed by the CRT or instructed.
- 6.1.2 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 example of an information sheet).
- 6.1.3 These will be submitted to the HS2 Ltd. CRT for acceptance two weeks prior to distribution / communication which 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.
- 6.1.4 The method of distribution will be agreed between HS2 Ltd. and the contractor on a location by location basis.
- 6.1.5 Where applicable, signage should conform to statutory guidance otherwise it should be submitted to 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
- 6.1.6 Where public spaces are affected by land take or works, the Contractor shall inform users via advertisements in local newspapers and notices at the relevant public space in accordance with statutory requirements.
- 6.1.7 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 authority;
 - affected individuals within a specified area of the works and to any other affected parties; and
 - the properties and businesses identified in the CLP as potentially impacted by the works.

- 6.1.8 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.
- 6.1.9 The notifications will detail the estimated duration of the works, the working hours and the nature of the works. 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.
- 6.1.10 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.

7 Design development

7.1 Scope

- 7.1.1 Where applicable, 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 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. Comments should be considered as the design is finalised, with a
- 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 The nominated undertaker (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 in 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 to detail within the Community Liaison Plans their arrangements and activities which contribute to the delivery of these strategic commitments.

9 Complaints and enquiries

9.1 HS2 Ltd. Helpdesk and website

- 9.1.1 HS2 Ltd will operate the Project 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 24hour-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 in a polite and professional manner to, or requests 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 Project 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 actions taken.
- 9.1.4 HS2 Ltd. will operate a complaints monitoring system to record and track complaints received.
- 9.1.5 The Contractor shall include the Project helpdesk number on all community engagement materials.

9.2 Written complaints and enquiries

- 9.2.1 HS2 Ltd. shall operate a Project customer email account and a log for other enquiries for the duration of the Project in order to manage all written complaints and enquiries. The Contractor shall ensure that no contact details are publicised in relation to this contract other than HS2 helpdesk.
- 9.2.2 In the event 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 Employer customer 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 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.
- 9.2.6 The Helpdesk will manage all construction work related complaints and enquires from the public and will provide a single point of contact through the helpdesk number.
- 9.2.7 'Contractors shall not publicise their own company helplines in relation to the project. Contractors who cannot resolve an issue on-site must refer people to the Helpdesk or HS2 Complaints Procedure online 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.
- 9.2.8 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 Helpdesk service through the Hs2 website email function.
- 9.2.9 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 Residents' Commissioner

- 9.4.1 An independent HS2 Ltd Residents' Commissioner, appointed by the board, oversees the Residents' Charter and monitors the way in which HS2 Ltd communicates with residents who are affected by its proposal, and ensures that these communications take place in the clearest and plainest language possible.
- 9.4.2 The responsibilities of the Residents' Commissioner include:
- producing a quarterly report which will be published on the Hs2 pages of the www.gov.uk website;
 - overseeing and monitor communication standards with regard to property measures; and
 - holding regular meetings with the chairman about emerging trends and concerns regarding property schemes.
- 9.4.3 The responsibilities of the Residents' Commissioner do not include:
- investigating individual cases or acting as arbitrator for individual residents regarding the scope of property measures, eligibility or the amount of compensation to which they may be entitled;
 - advising on disputes about the validity of any blight notice counter-notice. Such disputes are dealt with by a specialist property court, known as the Upper Tribunal (Lands Chamber);
 - replacing the formal complaints procedure. People who wish to complain about the service received from HS2 Ltd. should follow the formal complaints procedure – details are available at <https://www.gov.uk/government/organisations/high-speed-two-limited/about/complaints-procedure>.
- 9.4.4 Further information about the Residents' Commissioner can be found under the HS2 Residents' Charter at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/435912/HS2_Residents_Charter.pdf

9.5 HS2 Construction Commissioner

- 9.5.1 To meet commitments previously made (within the Environmental Minimum Requirements), an independent Construction Commissioner has been appointed by an independent selection panel on behalf of the Secretary of State for Transport.
- 9.5.2 For more information on the role of the Construction Commissioner, see HS2 Information Paper G3: Construction Commissioner.

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 The nominated undertaker is committed to ensuring the Project provides benefits to the local community through its investment in the Project and the regeneration opportunities that arise from its construction. The *Employer* expects that as part of the wider benefits of the Project to the local community, the *Contractor* will invest in the local community and assist in funding local projects and activities.
- 10.2.2 The Contractor will develop a Community Investment Programme and submit it to the nominated undertaker for acceptance no later than 13 weeks after the starting date. Local community stakeholders will be consulted on the Community Investment Programme 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 Community Investment Programme the nominated undertaker will reply within 4 weeks of the date of submission.
- 10.2.4 The Contractor's 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;
 - differentiate areas of investment by type based on:
 - measures to be provided through independent investment by the Contractor;
 - measures to be provided as part of Work Package delivery to be funded by the nominated undertaker; and
 - measures to be provided through provision of "charitable hours";

- encourage local community members to increase their personal and institutional capacities to mobilise and manage resources to produce sustainable and justly distributed improvements in their quality of life, consistent with their own aspirations that survive beyond completion of the Project;
- consider the needs of the local community as a whole in an inclusive and equal manner;
- allow for consultation with the *Project Manager* and *Employer* 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; and
- avoid reactive investments with short-term impact to causes that whilst being legitimate and worthy are not sustainable in the longer term.

10.2.5 For more information on the CIP, 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 three months prior to the first access date.
- 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.

12 References

Title	Reference
Code of Construction Practice	
Community Engagement Strategy	

13 Annex A – Community Engagement document hierarchy



Annex B – HS2 Ltd. Information Sheet example



NOTICE OF TEMPORARY ROAD CLOSURE

As part of developing the route design of the HS2 high speed railway, we are carrying out ground investigation surveys on **Gower Place**.

Our contractor will be surveying underground utilities and as a result will need to temporarily close Gower Place for the safety of workers during the following night times:

Sunday 14 February 2016 to Friday 19 February 2016
Between 22:00 and 05:00

These types of surveys are known as ground investigations, as they help us to understand the ground conditions and existing utilities along where the railway route is proposed or near to where stations are located. If you'd like to know more about what this kind of survey entails, please visit www.gov.uk/hs2 and download our ground investigation non-technical guide.

How will this affect me?

Residential and pedestrian access will be maintained along Gower Place but the road will be closed to through traffic. Our contractor will work as quickly as they can, avoid unnecessary noise and keep the area tidy. Once the work is complete, our contractor will restore the area as soon as possible. We apologise for any disturbance caused but would like to assure you that these are relatively minor operations and should not be particularly disruptive.

If you have any questions about HS2 or our ground investigation surveys, please contact our helpdesk on 020 7944 4908 or email HS2enquiries@hs2.org.uk

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15 Annex C – CLP Template

HS2 Ltd Community Liaison Plan Template

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 - 1.3 Sensitive locations
 - 1.4 Insight and research
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2. Target audiences
3. Engagement objectives
4. Channels and tactics
5. Messaging
6. Action plan
7. Reactive communications
8. Measurement and evaluation
9. Resources

Annexes

Individual items produced per 'work area'

- A: Action tracker
- B: Q&A

1. Situation analysis

1.1 Work areas

An overview of the location and programme of works 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 and planning issues need to be described and allocated to a specific work area.

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 Project helpdesk
- the contact details of local planning authority officers responsible for monitoring environmental and planning matters
- an outline of its emergency planning procedures; and
- the details of how feedback to the local communities will be addressed in relation to the Contractor's performance of the works.

1.3 Sensitive locations

An overview of the locations where works impact on sensitive locations, including:

- public space, as defined by the local planning authority
- parking
- business
- community facilities

- bus stops
- footpath diversions

1.4 Insight and research

Any useful research and insight about the nature of the area that can be sourced directly and/or provided by the HS2 Ltd engagement team. This includes socio-demographic profiles of the area and EDI related information.

1.5 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. Target audiences

An overview 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
- local residents who are disabled or require special needs.

3. 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.

4. 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, as defined by the local planning authority. 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

5. 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.

6. Action plan

A table explaining what actions will be undertaken to deliver the specific objectives of this plan, including target dates and action owners. This 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.

7. 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.

8. Measurement and evaluation

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

9. Resources

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

Contractor	Site (working areas)	Key contact Core hours	Key Contact out of hours
Name			
Address			
Telephone Number			
Mobile Number			

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

Annexes

A: Q&A

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

B: Action tracker

A spreadsheet 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. Template to be provided.