

Respecting people, Respecting places HS2 Community Engagement Strategy

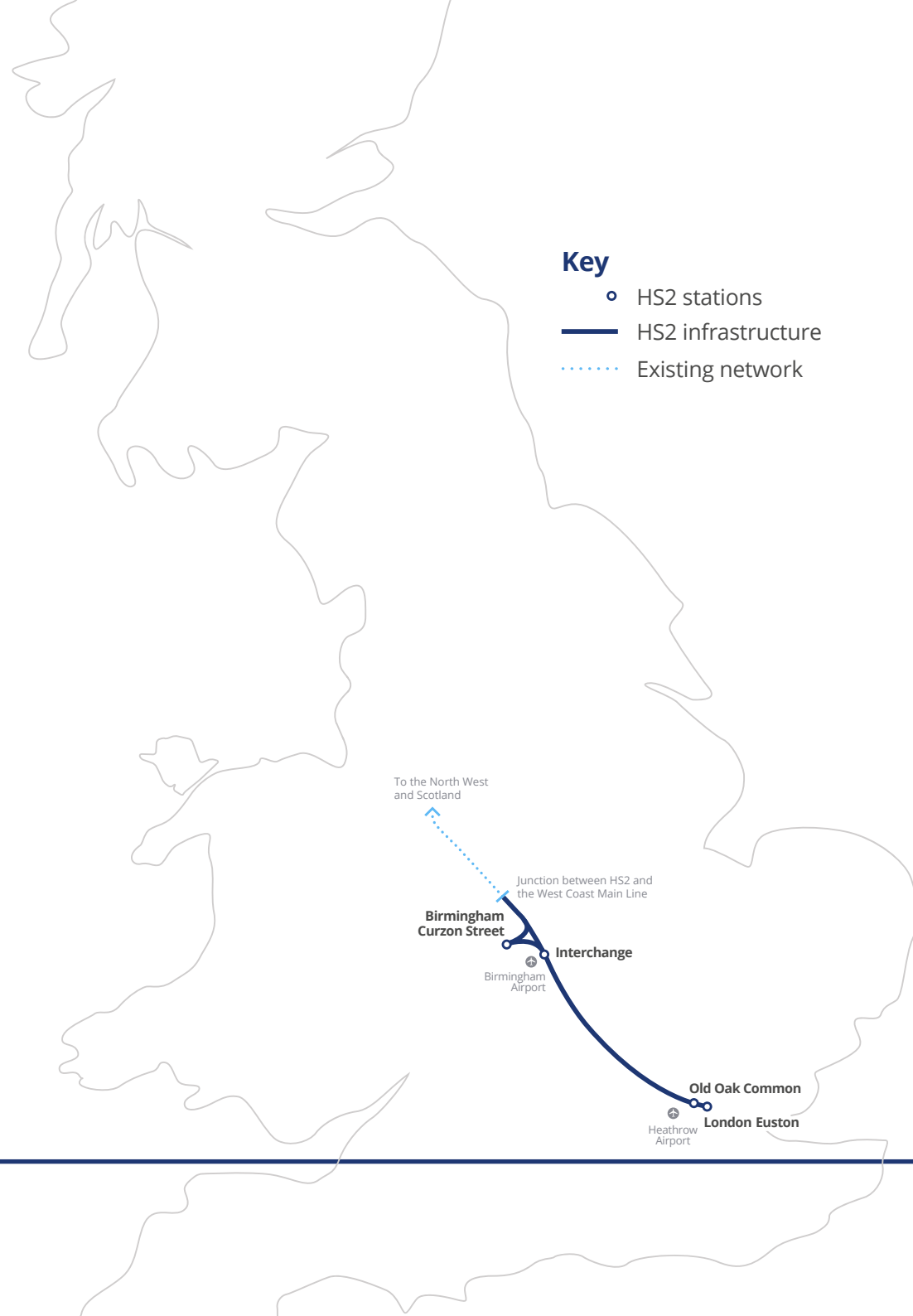
Updated July 2025



Who we are

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

HS2 will provide zero-carbon, high-speed journeys between Britain's two largest cities, Birmingham and London, with services continuing on to Manchester, the North West and Scotland on the existing railway network.



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



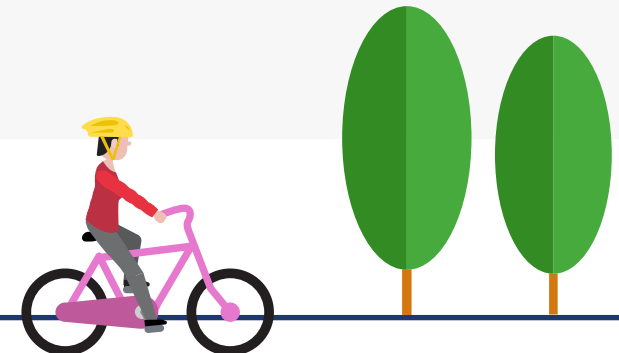
We will keep you updated on issues that affect your area.



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



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



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.



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

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.
- To find out more please visit hs2.org.uk/in-your-area



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.



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

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.
- To find out more please visit hs2.org.uk/in-your-area

Responding

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

Our commitments

- Our dedicated HS2 Helpdesk is available 24 hours a day, every day of the year, including bank holidays, 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 Commissioner monitors how we manage and deal with complaints.



Members of HS2 Helpdesk team.

Fulfilling our commitments

- The HS2 Helpdesk works with teams across HS2 and all our construction sites to put things right as quickly as possible. We can answer many of your queries straight away.
- 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:
hs2.org.uk/contact-us
- We have a complaints process and a dedicated complaints team who investigate your concerns to published targets and timescales: **hs2.org.uk/contact-us/how-to-complain**
- The independent Residents' and Construction Commissioner monitors how we manage construction complaints and mediates in disputes about construction that we can't resolve: **hs2commissioner@dft.gov.uk**

How to find out more

The Residents' and Construction Commissioner

The independent Residents' and Construction Commissioner oversees and monitors our **community engagement strategy**, making sure we fulfil our commitments to you.

The commissioner monitors the way we manage and respond to complaints about construction and advises members of the public how to make complaints.

The commissioner helps settle disputes involving individuals and organisations that we can't resolve.

You can find the commissioner's report and our responses at: www.gov.uk/government/collections/independent-hs2-commissioner

The commissioner can be contacted on: hs2commissioner@dft.gov.uk

Property and compensation

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

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

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: hs2.org.uk/contact-us/how-to-complain

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 HUB

Website hs2.org.uk

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

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