



HIGH SPEED TWO PHASE ONE INFORMATION PAPER

G2: COMMUNITY RELATIONS

This paper outlines the proposed community relations strategy to be used by the nominated undertaker during construction of Phase One of HS2.

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 Bill for Phase One of the scheme which is now enacted. Although the contents were maintained and updated as considered appropriate during the passage of the Bill (including shortly prior to the enactment of the Bill in February 2017) the contents are now historic and are no longer maintained.

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 reached at:

**High Speed Two (HS2) Limited
Two Snowhill, Snow Hill Queensway
Birmingham, B4 6GA**

by email: HS2enquiries@hs2.org.uk

or by phone: 08081 434 434 (lines are open 24 hours)

Version 1.3

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G2: COMMUNITY RELATIONS

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 two phases: Phase One will connect London with Birmingham and the West Midlands and Phase Two will extend the route to Manchester, Leeds and beyond.
- 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 November 2013, HS2 Ltd deposited a hybrid Bill¹ with Parliament to seek powers for the construction and operation of Phase One of HS2 (sometimes referred to as 'the Proposed Scheme'). The Bill is the culmination of nearly six years of work, including an Environmental Impact Assessment (EIA), the results of which were reported in an Environmental Statement (ES) submitted alongside the Bill. The Secretary of State has also published draft Environmental Minimum Requirements (EMRs), which set out the environmental and sustainability commitments that will be observed in the construction of the Proposed Scheme.
- 1.4. The Bill is being promoted through Parliament by the Secretary of State for Transport (the 'Promoter'). The Secretary of State will also appoint a body responsible for delivering the Proposed Scheme under the powers granted by the Bill.
- 1.5. This body is known as the 'nominated undertaker'. There may well 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 EMRs.
- 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 project have been reached.

¹The High Speed Rail (London – West Midlands) Bill, hereafter 'the Bill'.

2. Overview

- 2.1. This paper outlines the proposed community relations strategy to be used by the nominated undertaker during construction of Phase One of HS2.
- 2.2. The nominated undertaker will have a detailed plan for managing community relations before and during construction. The plan will include the Local Environmental Management Plan (LEMP) and locally agreed community liaison plan. The LEMP sits underneath the Code of Construction Practice (CoCP) and will build on the general environmental requirements within the CoCP. It will set out how the project will adapt and deliver the required environmental and community protection measures within each relevant local authority area.
- 2.3. Communication and engagement is a critical factor of the construction works and the quality of engagement will define the nominated undertaker's relationships with communities and stakeholders. The following will set the standard for the construction phase of HS2.
- 2.4. The nominated undertaker and other contractors appointed to construct the Proposed Scheme will be contractually required to provide dedicated community relations personnel. They will engage with affected communities and support a 24-hour helpline service to provide appropriate and relevant information, and be the first point of response to resolve concern and complaints. The helpline will operate at low-cost rates. The nominated undertaker has important responsibilities under equalities legislation and will engage with residents of ethnic minority backgrounds and with disabilities (as well as other equality groups with protected characteristics) who may be particularly affected by construction impacts.
- 2.5. An independent Complaints Commissioner will be appointed for HS2, to consider complaints during construction that cannot be resolved through the nominated undertakers complaints process (see Information Paper G3: Complaints Commissioner).
- 2.6. A residents' charter will also be developed by HS2 Ltd (see Appendix A).

3. Community Relations Strategy

- 3.1. The nominated undertaker will develop a community relations strategy, which will include the following responsibilities:
 - monitoring and managing contractor and sub-contractor compliance with undertakings² and performance of commitments, local agreements and specific community requirements throughout the project; and

² Undertakings are binding (usually contingent) agreements set out in legal documents or given by another means to the Select Committee itself or to Parliament. See Information Paper B4: Compliance with Undertakings and Assurances.

- ensuring that local residents, occupiers, businesses, local authorities and parish councils are informed in advance of works taking place locally.
- 3.2. The contractors will be required to produce advance information sheets that:
- describe the works to be carried out;
 - explain the expected disruption; and
 - explain the measures being taken to minimise or mitigate the adverse impact of the works.
- 3.3. Where it is reasonably possible to do so:
- these information sheets will be circulated at least two weeks before the construction works start;
 - a liaison plan will be issued to local authorities listing the communications mechanisms and materials to be offered to local communities. A liaison plan will outline who the project will speak to, when and why and will be created to work in conjunction with the Local Environmental Management Plan (LEMP); and
 - in the case of emergency works, the local authority and residents will be advised as soon as reasonably practicable. Potentially affected residents will also be notified of a 24-hour, seven-days-a-week public helpline number.

4. General principles

- 4.1. The nominated undertaker will be required to follow the general principles of community engagement set out below:
- respond quickly to emergencies, complaints or other communications, whether these are through the helpdesk or by any other recognised means. Where practical and reasonably possible, the nominated undertaker will respond to complaints with an update within 24 hours;
 - liaise closely with the emergency services, local authority officers and other agencies (through established contacts) who may be involved in incidents or emergency situations;
 - liaise with appropriate local community projects, employment and educational initiatives (see Information Paper G4: Local Training and Employment);
 - ensure that there is a comprehensive emergency crisis plan for each section of the work and contractual recognition that the nominated undertake will coordinate with the relevant emergency services. Preparation should include desktop rehearsals. This will ensure that, in the case of an emergency, the community can be kept fully informed; it will also ensure that adequate

arrangements are in place to evacuate an affected area if necessary, on the advice of the emergency services;

- provide a point of contact for a small claims procedure, relating to claims of physical damage to property. The nominated undertaker will help to ensure that claims are progressed promptly by liaising with an administrator that it has appointed (see Information Paper C10: Small Claims Scheme);
- advertise community relations information and contact details (including the HS2 website) on site signboards at prominent site egress and access points; and
- maintain and advertise a telephone helpline. This will be staffed 24 hours a day to handle public enquiries about construction activities. It will also act as a first point of contact and information in the event of an emergency. All calls (and the responses given) will be logged; action will be taken to address the caller's concerns and a response will be provided promptly. The helpline will be widely advertised and displayed on site signboards. It will also be possible to contact the helpline service via HS2 Ltd's website. Statistical information on complaints will be sent to local authorities and the Planning Forum on a regular basis.

5. Community engagement in relation to tunnelling

- 5.1. The nominated undertaker will need to track the boring of tunnels and other related activities. It will be required to:
- create a website showing the planned and actual passage of the tunnel boring machines;
 - distribute leaflets along the route of the tunnel drives, giving notice of the planned passage of the machines;
 - co-ordinate pre-construction surveys in properties - these will be carried out in properties that have been identified as potentially being affected by tunnelling operations and other identified works. The nominated undertaker will liaise with an independent building surveyor employed to carry out the surveys, and will maintain a dialogue with property owners for the duration of the works.

6. Site-specific community groups

- 6.1. In general, any site or area-specific community liaison groups or forums will be established nearer the start of construction. Establishment of local forums will be initiated at the request of local communities. The forums will address construction related issues and concerns.

7. More information

- 7.1. More detail on the Bill and related documents can be found at: www.gov.uk/HS2

HS2 RESIDENTS' CHARTER

April 2014



HS2 Ltd is developing a residents' charter, which will contain a number of principles against which we will be measured in our communications with people affected by the development of the railway.

We also intend to appoint an independent residents commissioner, who will ensure that we adhere to the commitments made in the charter.

When working with residents and communities, openness and transparency have to be at the heart of everything we do. The charter and commissioner will provide residents with a voice and representation. They will ensure that residents are informed of any developments fairly and openly.

When appointed, the commissioner will directly report to HS2 Ltd's chairman, Sir David Higgins, and will be asked to produce a monthly progress report for the HS2 Board. The report will address how HS2 Ltd deals with communities and individuals who are affected by property issues.



"We need to be clear about the impact of the project, as well as its benefits, and address the consequences of that impact."

Sir David Higgins

How will the residents' charter help me?

The residents' charter will set out clearly what you can expect HS2 Ltd to do, as well as how we should act in dealing with anyone who is in a property that is potentially or definitely affected by the development of the railway.

What will be in the charter?

The charter will embrace the following key principles:

- Property compensation packages and other measures will be communicated clearly, in plain, non-technical language.
- Individuals will be offered a single named case officer.
- Individuals will be offered the opportunity to meet in private with HS2 property specialists.
- HS2 Ltd will commit to a reasonable response time for all property compensation-related enquiries.

HS2 Ltd's existing complaints procedure

HS2 Ltd has an existing complaints procedure which can be followed if you wish to make us aware of problems you have experienced when dealing with the organisation.

To complain about the service you have received from HS2 Ltd, please follow this complaints procedure, details of which are available at www.hs2.org.uk/about-hs2-ltd/contact-us

General queries

If you have any questions about the items you have received from us, or about this factsheet, you can also call our Public Enquiries Team on 020 7944 4908.