

*Case Study***HIGH SPEED TWO (HS2)**
Construction of a high-speed railway

High Speed Two (HS2) is a new 530 km long high-speed railway which is set to become the backbone of Britain's transport network. The aim of the project is to connect cities from the south to the north of the island and thereby relieve the existing busy lines, alleviate the overcrowded capacities of some lines and increase the reliability of the railways to the benefit of millions of passengers.

The project implementers have committed to involve local citizens in decision-making processes within the Community Engagement Strategy document, which focuses on four key aspects - informing, involving, responding, and consulting. Local inhabitants are invited to share their ideas and problems and thus have the opportunity to influence the final version of the project. Topics such as the design of stations, vents, viaducts, advertising areas and other key elements of the railway are being discussed. A multitude of digital and traditional communication tools are used to provide relevant and timely information on HS2, including a 24/7 free helpdesk.



1. KEY FACTS AND FIGURES

- Location: United Kingdom
- Project area: cities and towns between London and Leeds
- Time period: ongoing since 2018
- Scope of involvement: approx. 30 cities and groups of municipalities
- Project website: <https://www.hs2.org.uk/in-your-area/>

2. KEY ACTORS AND ROLES

Project team & suppliers

- Non-departmental public body High Speed 2 (HS2) Ltd
- Secretary of State for Transport
- Department for Transport

Project partners & other stakeholders

- Local authorities
- Network Rail (government-owned company)
- Transport for London (local government body)
- Railway companies
- National Highways (government-owned company)
- Canal & Rivers Trust
- Public services

3. PROJECT DESCRIPTION

Participatory process goals

HS2 project implementers have committed to involve local citizens in decision-making processes as part of the Community Engagement Strategy, a binding document that focuses on four key aspects - informing, involving, responding, and consulting. An entire new project team has been formed that is responsible for the management of the participatory process focusing on increasing the involvement of residents by organizing regular community meetings, local events, roadshows and workshops.

Methodology

- **Informing**
 - Launching a website for local communities and regular distribution of newsletters with current information about the project and updates on construction works in the affected areas
 - Establishing local community teams who know the area, organize local events and are available to the public for any inquiries
 - Creating an interactive map as part of the website that provides the most up-to-date information in each area along the track

- **Involving**
 - Implementation of educational projects focused on interactive archeology and ecology
 - Educational programmes for schools and young people affected by the construction of HS2 and regular sharing of information about employment opportunities
 - HS2 representatives are active in local discussion forums
 - HS2 representatives are meeting with local authorities
 - Supporting localities through investment in community projects
 - Workshops and public discussions on the design of elements of the new railway such as stations, vents, viaducts, etc.

- **Responding**
 - A dedicated HS2 Helpdesk available 24/7 every day of the year
 - A comprehensive complaints process and a dedicated customer service team
 - Oversight of the complaints process by an independent commission

- **Consulting**
 - Carrying out formal consultations prior to granting planning permission for the construction of the second phase of HS2 construction
 - Informing the public about the results of these consultations

Tools used to involve the public and stakeholders

- Project website
- Helpdesk

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.



We will formally consult with you while we seek permission to build Phase 2b. We now have permission to build Phase One and Phase 2a.

4. CONCLUSIONS

Outputs, results and impact of the participatory process

The key results can be summarized by the following figures:

- 11 000+ subscribers to online content
- Almost half a million visits on 14 community websites
- 5 958 participatory activities (including meetings, visits and events) took place over the course of three years along the entire route of the new railway, with a total of 75 366 participants
- 120 541 inquiries were attended to on the HS2 Helpdesk
- Over 6 700 students in 81 schools attended 126 workshops on construction safety along the new West Midlands-London railway line
- 79% of participants in events and meetings consider the information provided by HS2 Ltd during these activities to be helpful
- 15% of participants in the participatory activities claim that HS2 represents a positive change in their area

Limitations

- The project is particularly demanding in terms of the size of the area and number of stakeholders to address. It is advisable to involve all stakeholders in the process in an active or passive way (through informing).

- The fulfillment of the Community Engagement Strategy's objectives is overseen by independent auditors who focus on the participatory activities of HS2 Ltd, evaluate their success rate and publish the results in periodic reports.

Sustainability and repeatability

- HS2 Ltd's approach shows the possibilities of participatory planning of robust transport mega-projects that impact vast areas. The duration of this project is estimated for the next two decades with a corresponding scope and sophistication of participatory activities that are made possible by the huge (government) budget. The involvement of communities that are affected by transport constructions of this scale is an integral part of planning processes in Western European states. The basic principles of involving the public and other stakeholders applied in the case of HS2 are thus applicable to similar projects worldwide.

Additional materials

- Community Engagement Strategy:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1028421/HS2_Community_Engagement_Strategy_-_Respecting_people_respecting_places_October_2021.pdf
- Community Engagement: Our Progress:
<https://www.hugofox.com/shared/attachments.asp?f=6473439f%2Db6ef%2D47db%2D9fd6%2D3392e43d7475%2Epdf&o=HS2%5FCE%2D6%2Dmth%2DReport%5FJuly20%2DMarch21%5FCS1605%5FWEB%5FINT%2Epdf>

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