High Speed 2

# **General FAQs**

## Q. How does the High Speed Rail Act impact Buckinghamshire?

1. The HS2 Rail Act 2017 gives the Secretary of State for Transport wide ranging powers and granted Outline Planning Permission. Although HS2 Ltd will apply for consents and ‘approvals’ from the Council, if BC does not respond within specified timescales, the approval is deemed to be granted. Approval is not to be unreasonably withheld as described in the Act. **It is very important to understand that this Act means we have little/no power to change aspects of the scheme.**

## Q. Can I object to a construction route through my area?

A. The Highways Authority (BC) will receive an application to approve the routes. We will have 8 weeks to approve the routes and can only object on one of the following grounds:

1. congestion;
2. road safety;
3. environment or local amenity.

If we do object on any of the above grounds, then we must provide a reasonable alternative or modification (i.e. one that will permit HS2 to construct the route).

## Q. Will I be consulted on the construction routes?

A. No, but you will be informed. The construction routes were identified through the Environmental Statement (ES) in 2013 although it is likely that the Main Works Contractors may wish to modify these.

## Q. When will construction commence in my area?

A. HS2 Ltd has committed to informing affected residents and communities at least 2 weeks prior to works starting. Some early enabling works have been taking place since 2017 with the main civils works commencing sometime in 2020. You can find specific information for your area by contacting HS2 Ltd on Freephone 08081 434 434, or emailing the helpdesk at [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk)

## Q. How long is construction going to last?

A. The line affecting Buckinghamshire was due to be operational in 2026 however recent reports say this could be delayed by up to 5 years. The duration, scale and intensity will vary throughout Bucks in the following years.

## Q. Which roads will be used as a construction route in the county?

A. The draft construction/lorry route maps are available here.

<http://www.buckscc.gov.uk/services/environment/hs2/maps-and-local-reports/>

## Q. An HS2 contractor is not using the approved construction route, what should I do?

A. You should report this to HS2 Ltd on Freephone 08081 434 434 or email the helpdesk at [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk).

## Q. How can I tell if vehicles in my area are working on HS2?

A. All vehicles over 3.5t regularly attending a worksite must display an HS2 notice in the front vehicle window.

## Q. What enforcement power does Buckinghamshire Council have?

A. BC does not have any enforcement powers. However, contractors must follow the HS2 Code of Construction Practice which can be found [here](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/593592/Code_of_Construction_Practice.pdf).

## Q. How will HS2 Ltd ensure their vehicles always stick to prescribed construction routes?

A. Fleet tracking, centralised vehicle monitoring system and cameras are being used for this purpose at the compounds.

## Q. Is there any community funding available that my organisation can apply for?

A. Yes, £40m has been made available to Phase 1 organisations to apply for by way of the Community Environment Fund (CEF) and Business and Local Economy Fund (BLEF). You can find details [here](https://hs2funds.org.uk/).

# I want to complain

## Q. An HS2 contractor has caused excessive mud on local roads. Who should I inform?

A. You should report this to HS2 Ltd on Freephone 08081 434 434 or email the Helpdesk at [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk).

## Q. An HS2 contractor has generated excessive dust. Who should I inform?

A. You can report this to HS2 Ltd on Freephone 08081 434 434 or email the Helpdesk at [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk).

## Q. An HS2 contractor is generating excessive noise. Who should I inform?

A. You should report this to HS2 Ltd on Freephone 08081 434 434 or email the Helpdesk at [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk).

## Q. A HS2 Ltd contractor is not sticking to the prescribed, approved construction route. Who should I inform?

A. You should report this to HS2 Ltd on Freephone 08081 434 434 or email the Helpdesk at [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk). It would be helpful if you could give them the vehicle registration number and date/time. Temporary use of Automatic Number Plate Recognition (ANPR) or Radio Frequency Identification (RFID)can be used to evaluate usage of not-approved routes.

## Q Why can’t Buckinghamshire Council handle my complaints about HS2 activities?

A. HS2 Ltd is best placed to deal with any complaints/questions about their activities without the need for BC to act as a ‘go between’.  HS2 Ltd is committed to finding timely satisfactory solutions.  All complaints need to be reported to Freephone 08081 434 34 or email the helpdesk at [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk)

## Q. What do I do if my complaint remains unresolved by HS2 Ltd/contractor?

A. You should raise this with the Construction Commissioner whose job is to mediate in unresolved disputes [complaints@hs2-cc.org.uk](mailto:complaints@hs2-cc.org.uk) Tel 0300 123 5365 and/or also raise with your Member of Parliament. However, all complaints must first go through the Helpdesk process.

## Q. Where can I find information on making a small claim against HS2 Ltd/contractor?

A. HS2 Ltd has published an Information Paper on this which you can find [here](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/545180/C10_-_Small_Claims_Scheme_v1.5.pdf). HS2 Ltd has also published a Prolonged Disruption Compensation Scheme which you can find [here](https://www.gov.uk/government/publications/hs2-prolonged-disruption-compensation-scheme).