

HS2

Local Authority Report

April 2021





Department for Transport

High Speed Two (HS2) Limited has been tasked by the Department for Transport (DfT) with managing the delivery of a new national high speed rail network. It is a non-departmental public body wholly owned by the DfT.

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Our Community Commitments

Our aspiration is to be a good neighbour every single day, by respecting the people and communities we impact and being sensitive to their needs, earning our social licence to operate.

In order to build the railway, we must earn the trust and credibility to do so. We need to demonstrate that we understand local concerns, and that we have taken all reasonable steps to address issues that have been raised, whilst continually looking to lessen the impacts of the project.

Through our Community Engagement Strategy and Residents' Charter we have identified ten Community Commitments which we will use as the basis for measuring our success, and that of our suppliers, in how we deliver the new railway.

We will:

1. Continue to build respectful, long term relationships with communities, and actively encourage our workforce to listen to local concerns and be considerate and accountable for their actions at all times.
2. Work with communities to develop local two-way engagement and communication programmes, and ensure these are accessible and tailored to local needs.
3. Make sure communities are made aware in advance of any activities taking place in their area.
4. Operate a Freephone Community Helpline 24 hours a day, 365 days a year.
5. Make health and safety a priority for communities and our workforce.
6. Respect the wellbeing of communities, minimising disruption to their lives with local mitigation plans and activities, ensuring we meet the standards set out in the Code of Construction Practice.
7. Leave a positive and sustainable legacy for the communities in which we operate.
8. Respond to questions and complaints quickly and efficiently, with an acknowledgement within two working days, and responding within a maximum of 20 working days if we cannot answer the query straight away.
9. Promote awareness of all our property schemes so that anyone who may be eligible has all the information they need and is aware of the support available to them.
10. Display the Residents Commissioner's and Construction Commissioner's contact details on all relevant materials, along with the HS2 Helpline information and complaints procedure.

The Code of Construction Practice forms part of the Secretary of State's Environmental Minimum Requirements for the construction of the railway from London to the West Midlands. It sets out the standards and responsibilities to protect communities and the environment during construction.

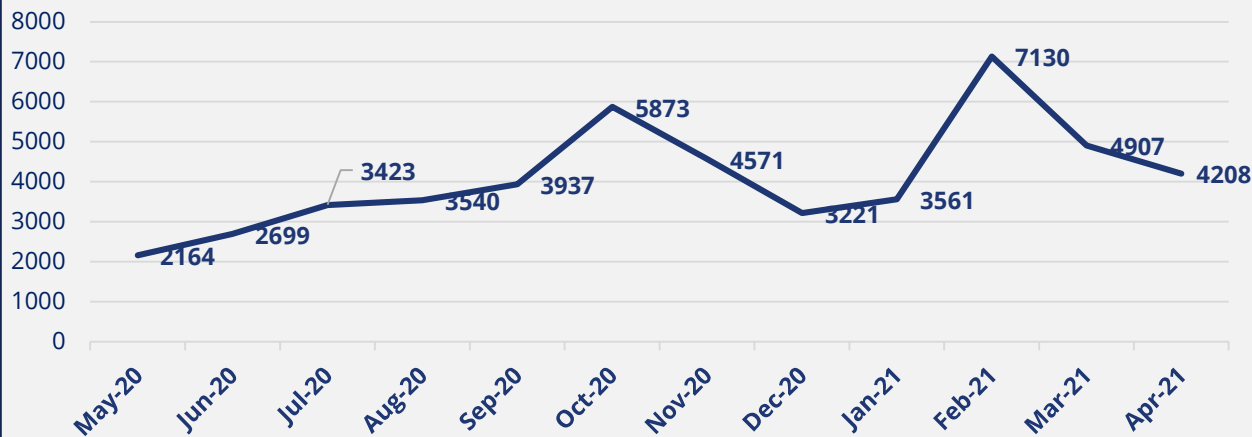
The Code includes the requirement for local, site-specific measures to limit disturbance from construction activities, as far as reasonably practical. It covers areas such as hours of work, pollution, security, traffic and transport, noise and vibration, cultural heritage, ecology, landscape, air quality, water resources, flood risk, ground settlement, land quality, waste and agriculture, forestry and soil.

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Helpdesk - Route-wide (Phase One & Two)

**Total Helpdesk (phone and email) enquiries by month (May 2020 - April 2021)
Route-wide**

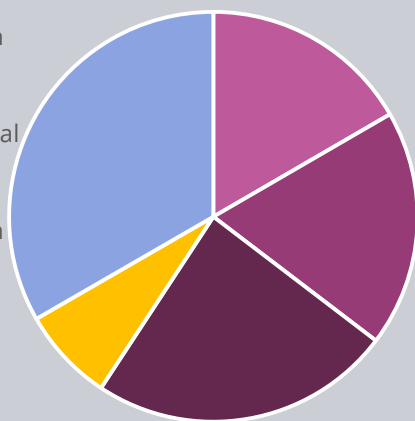


	April 2021	2021 (full year)	Total 2020	Total 2019	Total 2018
Total Enquiries	4208	19,806	42,888	35,358	26,697

April 2021 Helpdesk Enquiries

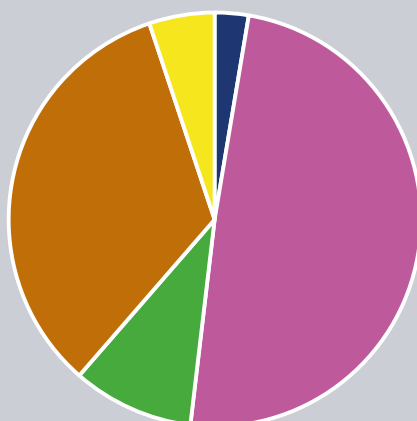
Breakdown of Helpdesk enquiries received in April 2021 by Phase

- Phase 1 - North
- Phase 1 - Central
- Phase 1 - South
- Phase 2a
- Phase 2b



Helpdesk (phone and email) enquiries received Route-wide in April 2021 by category

- Community Engagement
- Land and Property
- Other
- Construction
- Signposting / Transfer request



96%
Helpdesk enquiries acknowledged in 2 working days

87% total number of enquiries resolved within 20 working days

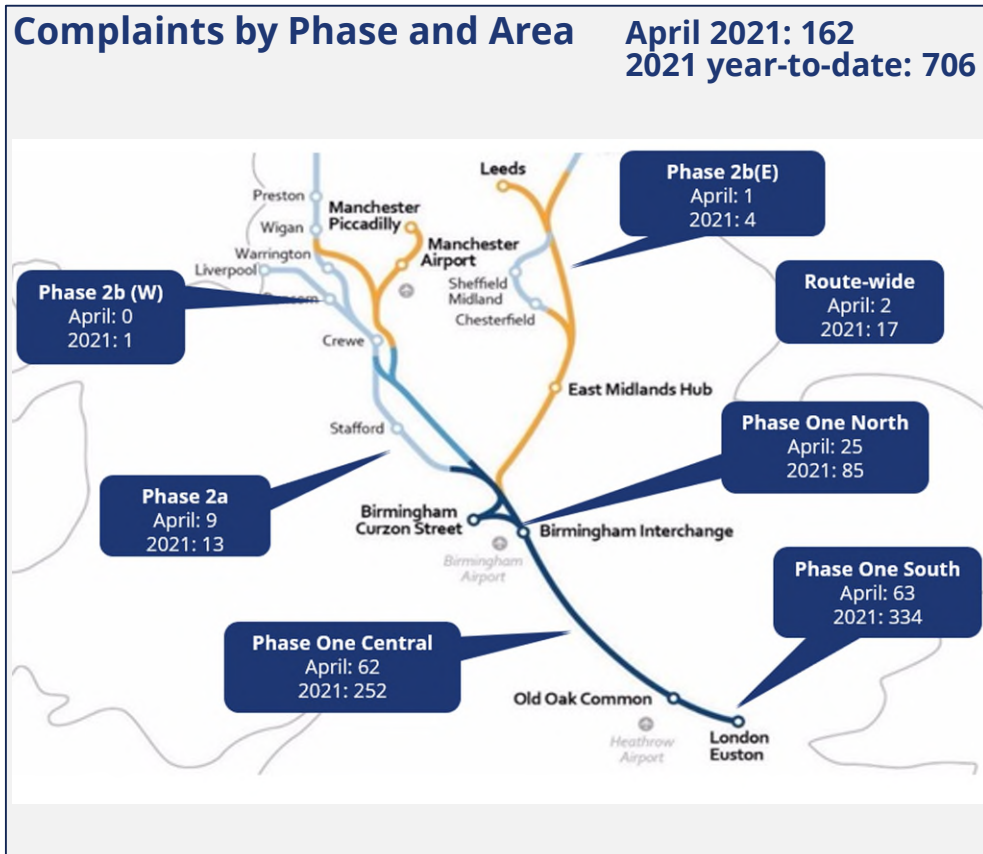
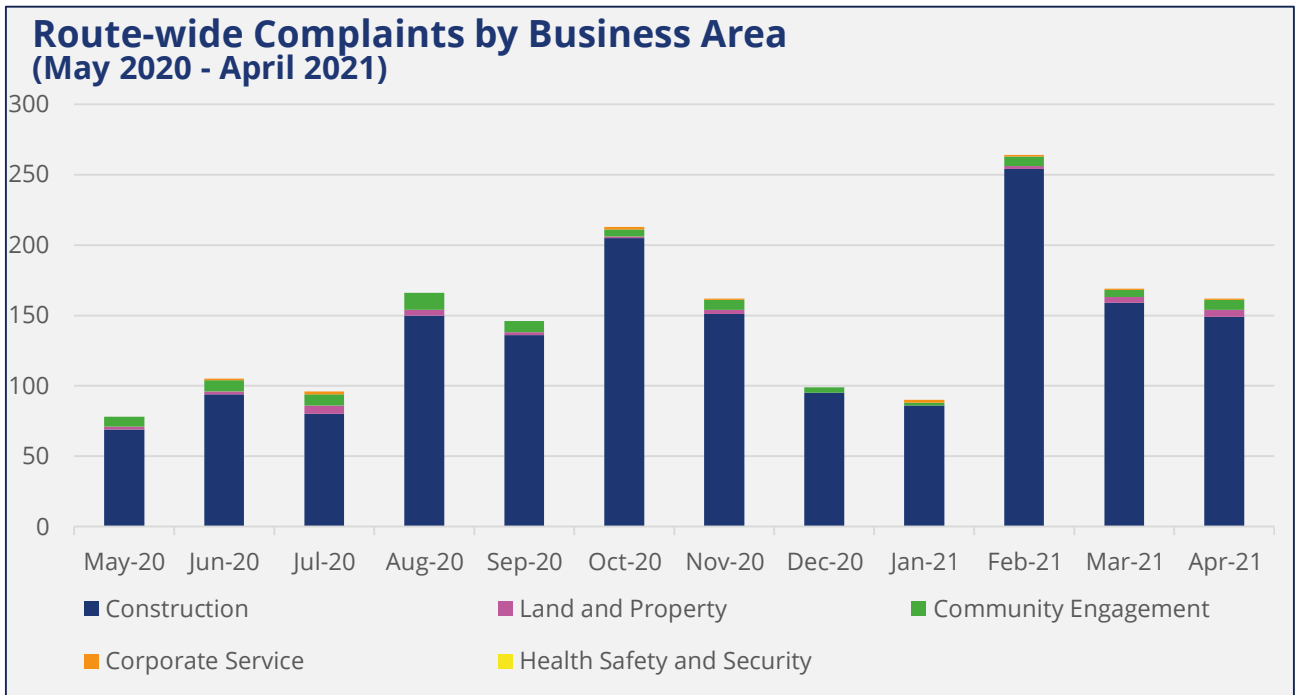
60% of enquiries resolved by the Helpdesk at point of contact

6m 58s average handling time of phone calls

Local Authority Report

April 2021

Complaints - Route-wide (Phase One & Two)



93% of route-wide complaints responded to within 20 working days

100% of complaints resolved at the 1st step of the complaints process

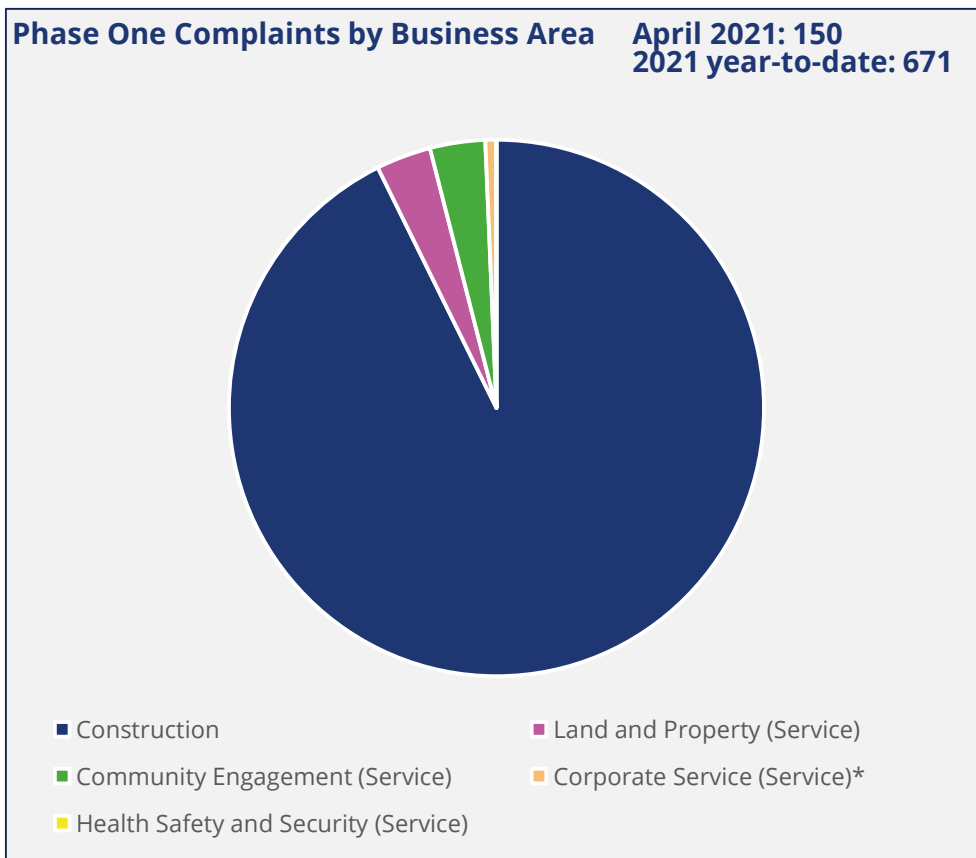
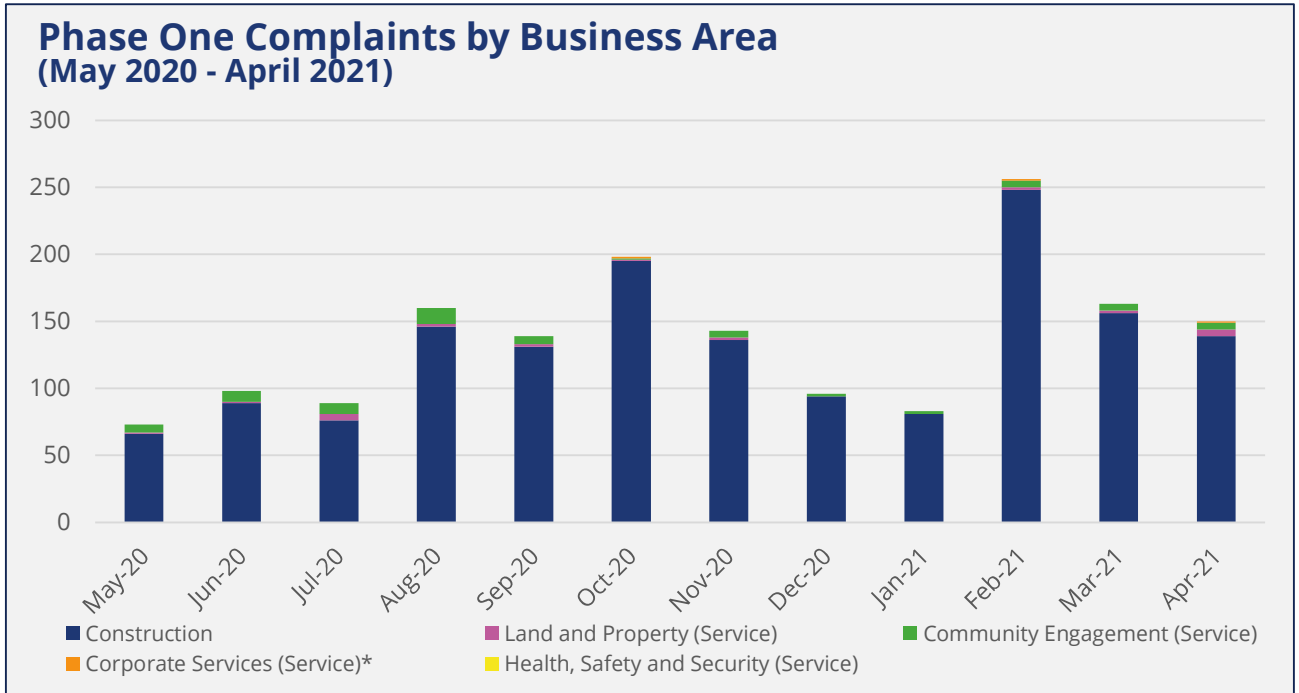
93% of route-wide construction complaints responded to within 20 working days

*'Corporate Services' includes Finance, Operations, Corporate Affairs

Local Authority Report

April 2021

Complaints - Phase One



93% of all Phase One complaints responded to within 20 working days

100% of Phase One complaints, resolved at the 1st step of the complaints process

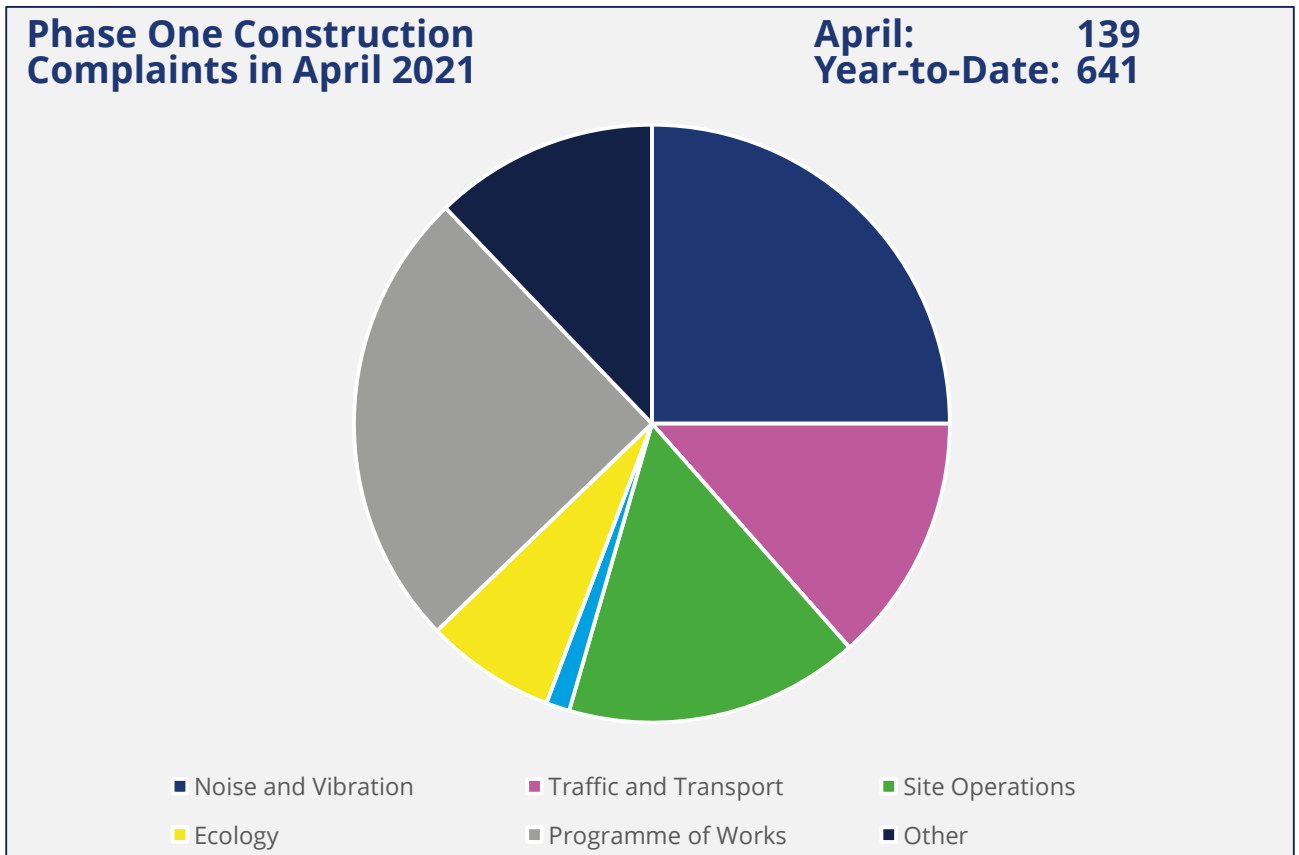
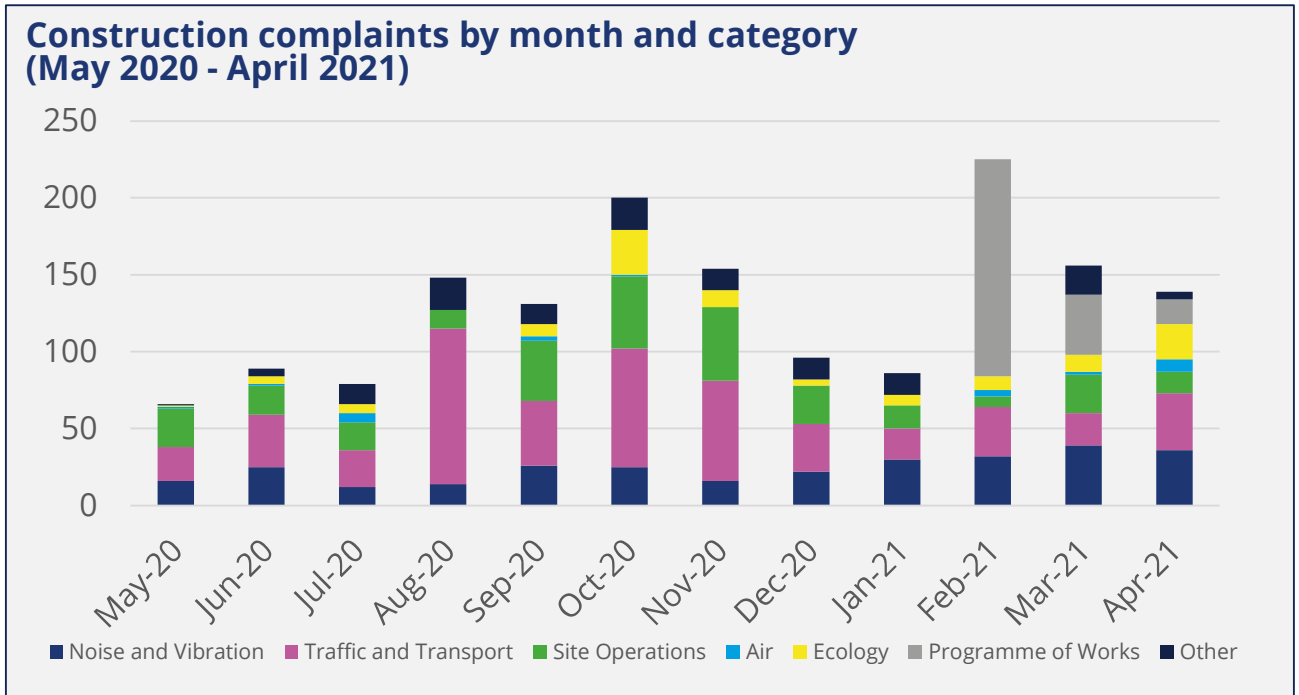
93% of Phase One construction complaints responded to within 20 working days

*Corporate Services' includes Finance, Operations, Corporate Affairs

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Construction Complaints – Phase One



*'Other' category includes: Ground Settlement, Land Quality, Water Resources and Programme of Works. Should one of these categories start representing a noticeable proportion of complaints, they will be included in the above charts.

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April 2021

London Borough of Camden

Helpdesk Enquiries - London Borough of Camden

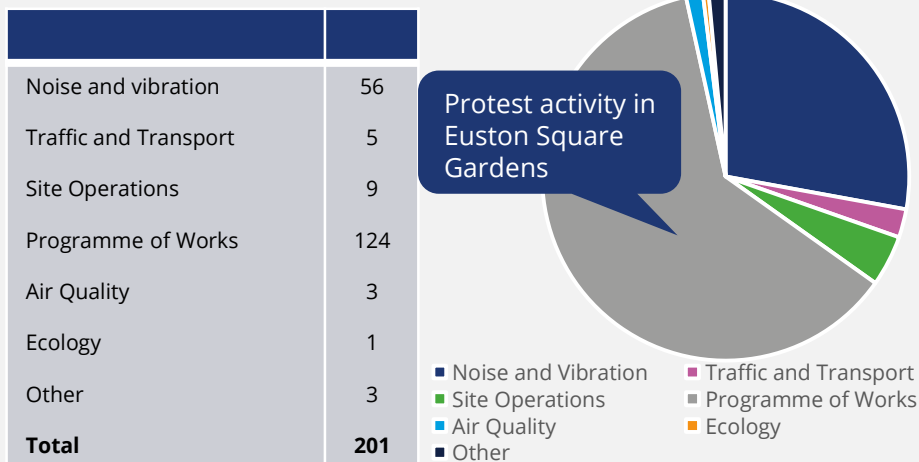
Numbers	April 2021	2021 Year-to-Date
Total cases	137	767

Type of case	Total number April 2021	2021 Year-to-Date
Programme delivery (Construction)	88	596
Land & Property	36	138
Community Engagement	3	6
Other	10	27

Complaints - London Borough of Camden

	Total number April 2021	Total number (2021) YTD	Total number 2020
Complaints TOTAL	21	206	201
Service	0	5	7
Construction	21	201	194

Construction Complaints by Category (full year) - London Borough of Camden



90% of complaints answered in 20 working days, (full year)

100% of complaints answered at the 1st step of the complaints process (full year)

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April 2021

City of Westminster

Helpdesk Enquiries - City of Westminster

Numbers	April 2021	2021 (full year)
Total cases	10	31

Type of case	Total number April 2021	2021 (full year)
Construction	1	4
Land & Property	8	25
Community Engagement	1	1
Other	0	1

Complaints - City of Westminster

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	0	0	2
Service	0	0	0
Construction	0	0	2

Construction Complaints by Category 2021 (full year)- City of Westminster

Noise and vibration	0
Traffic and Transport	0
Site Operations	0
Programme of Works	0
Air Quality	0
Ecology	0
Other	0
Total	

Local Authority Report

April 2021

London Borough of Brent

Helpdesk Enquiries - London Borough of Brent

Numbers	April 2021	2021 (full year)
Total cases	7	38

Type of case	Total number April 2021	2021 (full year)
Construction	1	9
Land & Property	6	27
Community Engagement	0	1
Other	0	1

Complaints - London Borough of Brent

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	1	1	2
Service	0	0	0
Construction	1	1	2

Construction Complaints by Category 2021 (full year)- London Borough of Brent

Category	Number
Noise and vibration	0
Traffic and Transport	0
Site Operations	0
Programme of Works	1
Air Quality	0
Ecology	0
Other	0
Total	1

100% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

Local Authority Report

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Royal Borough of Kensington and Chelsea

Helpdesk Enquiries - Royal Borough of Kensington and Chelsea

Numbers	April 2021	2021 (full year)
Total cases	7	19

Type of case	Total number April 2021	2021 (full year)
Construction	0	0
Land & Property	7	19
Community Engagement	0	0
Other	0	0

Complaints - Royal Borough of Kensington and Chelsea

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	0	0	0
Service	0	0	0
Construction	0	0	0

Construction Complaints by Category 2021 (full year)- Royal Borough of Kensington and Chelsea

Noise and vibration	0
Traffic and Transport	0
Site Operations	0
Programme of Works	0
Air Quality	0
Ecology	0
Other	0
Total	

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London Borough of Hammersmith and Fulham

Helpdesk Enquiries - London Borough of Hammersmith and Fulham

Numbers	April 2021	2021 (full year)
Total cases	11	43

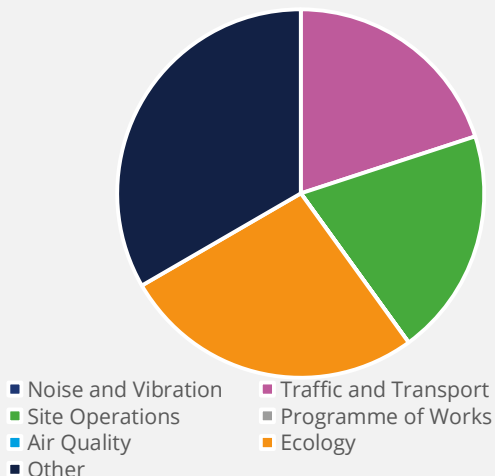
Type of case	Total number April 2021	2021 (full year)
Construction	8	33
Land & Property	3	8
Community Engagement	0	1
Other	0	1

Complaints - London Borough of Hammersmith and Fulham

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	5	15	1
Service	1	1	0
Construction	4	14	1

Construction Complaints by Category 2021 (full year)- London Borough of Hammersmith and Fulham

Noise and vibration	0
Traffic and Transport	3
Site Operations	3
Programme of Works	0
Air Quality	0
Ecology	3
Other	5
Total	14



100% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

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London Borough of Ealing

Helpdesk Enquiries - London Borough of Ealing

Numbers	April 2021	2021 (full year)
Total cases	22	105

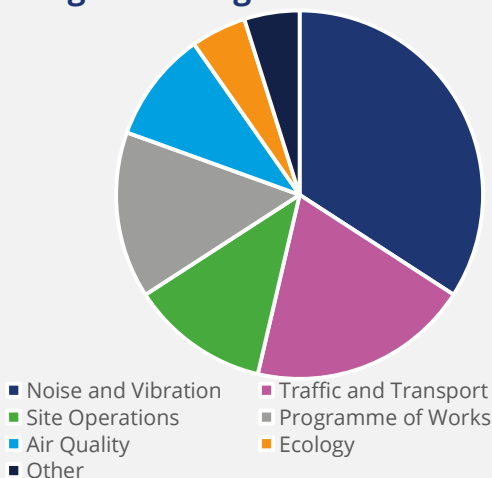
Type of case	Total number April 2021	2021 (full year)
Construction	6	47
Land & Property	15	51
Community Engagement	0	2
Other	1	5

Complaints - London Borough of Ealing

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	20	43	76
Service	1	2	7
Construction	19	41	69

Construction Complaints by Category 2021 (full year)- London Borough of Ealing

Noise and vibration	14
Traffic and Transport	8
Site Operations	5
Programme of Works	6
Air Quality	4
Ecology	2
Other	2
Total	41



95% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

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April 2021

London Borough of Hillingdon

Helpdesk Enquiries - London Borough of Hillingdon

Numbers	April 2021	2021 (full year)
Total cases	46	302

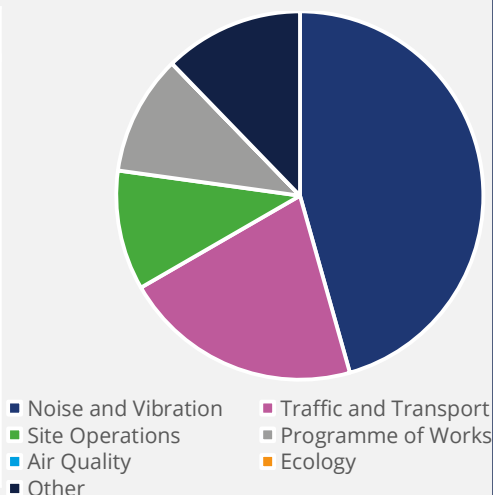
Type of case	Total number April 2021	2021 (full year)
Construction	20	133
Land & Property	25	145
Community Engagement	1	7
Other	0	17

Complaints - London Borough of Hillingdon

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	16	61	240
Service	2	4	12
Construction	14	57	228

Construction Complaints by Category 2021 (full year)- London Borough of Hillingdon

Noise and vibration	26
Traffic and Transport	12
Site Operations	6
Programme of Works	6
Air Quality	0
Ecology	0
Other	7
Total	57



85% of complaints answered in 20 working days in 2021 (full year)
In 2021 (full year)

100% of complaints answered at 1st step of the complaints process in 2021 (full year)

Local Authority Report

April 2021

Hertfordshire County Council

Helpdesk Enquiries - Hertfordshire County Council

Numbers	April 2021	2021 (full year)
Total cases	4	19

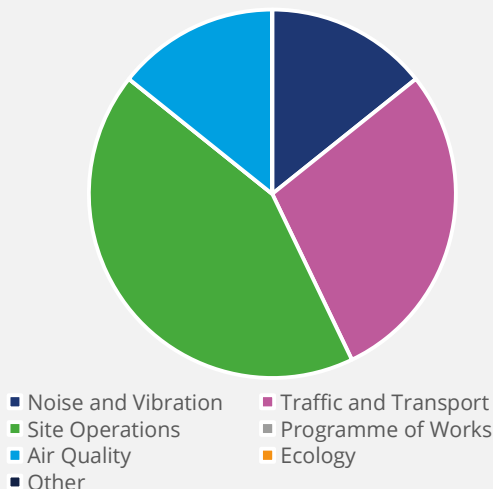
Type of case	Total number April 2021	2021 (full year)
Construction	1	9
Land & Property	3	10
Community Engagement	0	0
Other	0	0

Complaints - Hertfordshire County Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	1	7	21
Service	0	0	0
Construction	1	7	21

Construction Complaints by Category 2021 (full year)- Hertfordshire County Council

Noise and vibration	1
Traffic and Transport	2
Site Operations	3
Programme of Works	0
Air Quality	1
Ecology	0
Other	0
Total	7



100% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

The County Council data shown above is a consolidation of the total number of contacts received by the HS2 Helpdesk from across the whole county, which includes data from the individual District Councils listed within this report

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April 2021

Three Rivers District Council

Helpdesk Enquiries - Three Rivers District Council

Numbers	April 2021	2021 (full year)
Total cases	0	12

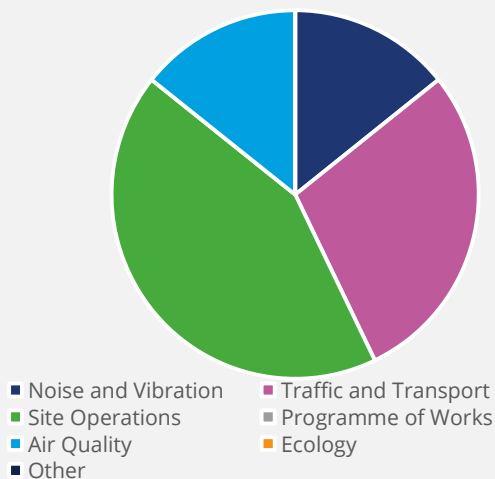
Type of case	Total number April 2021	2021 (full year)
Construction	0	5
Land & Property	0	7
Community Engagement	0	0
Other	0	0

Complaints - Three Rivers District Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	1	7	21
Service	0	0	0
Construction	1	7	21

Construction Complaints by Category 2021 (full year)- Three Rivers District Council

Noise and vibration	1
Traffic and Transport	2
Site Operations	3
Programme of Works	0
Air Quality	1
Ecology	0
Other	0
Total	7



100% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

Local Authority Report

April 2021

Buckinghamshire Council

Helpdesk Enquiries - Buckinghamshire Council

Numbers	April 2021	2021 (full year)
Total cases	114	693

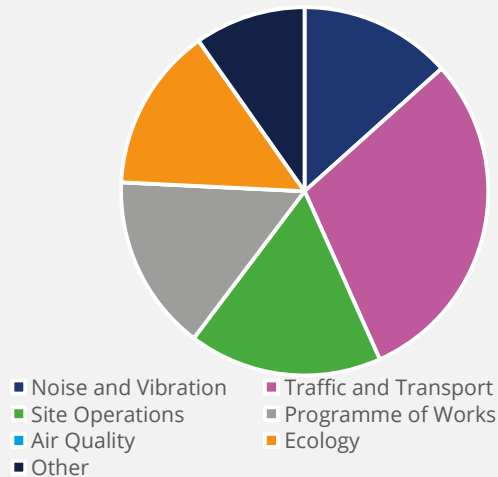
Type of case	Total number April 2021	2021 (full year)
Construction	72	485
Land & Property	29	152
Community Engagement	3	11
Other	10	45

Complaints - Buckinghamshire Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	57	203	294
Service	4	9	8
Construction	53	194	286

Construction Complaints by Category 2021 (full year)- Buckinghamshire Council

Noise and vibration	26
Traffic and Transport	58
Site Operations	33
Programme of Works	30
Air Quality	0
Ecology	28
Other	19
Total	194



87% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

Local Authority Report

April 2021

Oxfordshire County Council

Helpdesk Enquiries - Oxfordshire County Council

Numbers	April 2021	2021 (full year)
Total cases	2	28

Type of case	Total number April 2021	2021 (full year)
Construction	1	11
Land & Property	1	16
Community Engagement	0	0
Other	0	1

Complaints - Oxfordshire County Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	0	3	5
Service	0	0	0
Construction	0	3	5

Construction Complaints by Category 2021 (full year)- Oxfordshire County Council

Noise and vibration	0
Traffic and Transport	0
Site Operations	0
Programme of Works	3
Air Quality	0
Ecology	0
Other	0
Total	3

100% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

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April 2021

Cherwell District Council

Helpdesk Enquiries - Cherwell District Council

Numbers	April 2021	2021 (full year)
Total cases	1	12

Type of case	Total number April 2021	2021 (full year)
Construction	0	3
Land & Property	1	9
Community Engagement	0	0
Other	0	0

Complaints - Cherwell District Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	0	3	5
Service	0	0	0
Construction	0	3	5

Construction Complaints by Category 2021 (full year) - Cherwell District Council

Noise and vibration	0
Traffic and Transport	0
Site Operations	0
Programme of Works	3
Air Quality	0
Ecology	0
Other	0
Total	3

100% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

Local Authority Report

April 2021

Northamptonshire County Council

Helpdesk Enquiries - Northamptonshire County Council

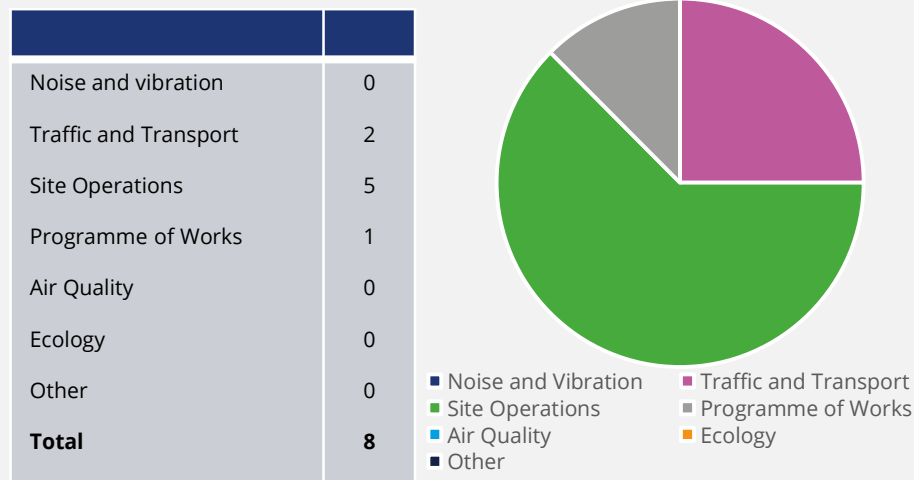
Numbers	April 2021	2021 (full year)
Total cases	12	51

Type of case	Total number April 2021	2021 (full year)
Construction	6	25
Land & Property	4	22
Community Engagement	2	2
Other	0	2

Complaints - Northamptonshire County Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	1	8	25
Service	0	0	2
Construction	1	8	23

Construction Complaints by Category 2021 (full year)- Northamptonshire County Council



88% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

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South Northamptonshire Council

Helpdesk Enquiries - South Northamptonshire Council

Numbers	April 2021	2021 (full year)
Total cases	5	29

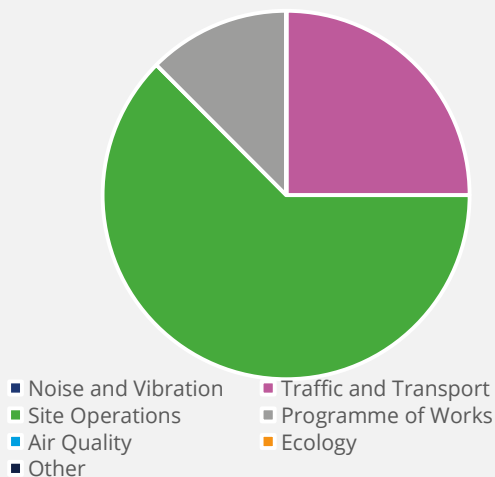
Type of case	Total number April 2021	2021 (full year)
Construction	3	12
Land & Property	2	16
Community Engagement	0	0
Other	0	1

Complaints - South Northamptonshire Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	1	8	25
Service	0	0	2
Construction	1	8	23

Construction Complaints by Category 2021 (full year)- South Northamptonshire Council

Noise and vibration	0
Traffic and Transport	2
Site Operations	5
Programme of Works	1
Air Quality	0
Ecology	0
Other	0
Total	8



88% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

Local Authority Report

April 2021

Warwickshire County Council

Helpdesk Enquiries - Warwickshire County Council

Numbers	April 2021	2021 (full year)
Total cases	46	295

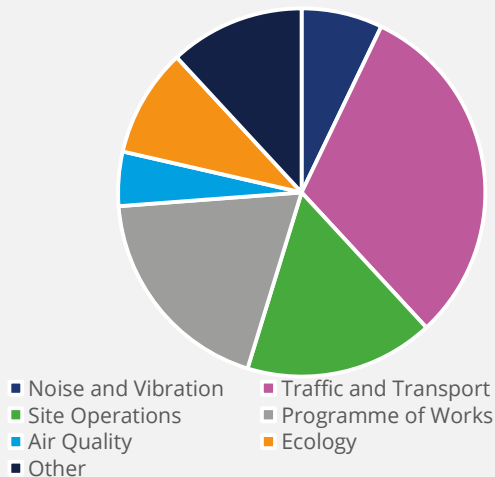
Type of case	Total number April 2021	2021 (full year)
Construction	23	183
Land & Property	19	79
Community Engagement	2	16
Other	2	17

Complaints - Warwickshire County Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	13	44	446
Service	2	2	12
Construction	11	42	434

Construction Complaints by Category 2021 (full year)- Warwickshire County Council

Noise and vibration	3
Traffic and Transport	13
Site Operations	7
Programme of Works	2
Air Quality	4
Ecology	8
Other	5
Total	42



88% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

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Stratford-on-Avon District Council

Helpdesk Enquiries – Stratford-on-Avon District Council

Numbers	April 2021	2021 (full year)
Total cases	3	38

Type of case	Total number April 2021	2021 (full year)
Construction	2	13
Land & Property	1	21
Community Engagement	0	1
Other	0	3

Complaints – Stratford-on-Avon District Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	0	1	71
Service	0	0	1
Construction	0	1	70

Construction Complaints by Category 2021 (full year)– Stratford-on-Avon District Council

Noise and vibration	0
Traffic and Transport	1
Site Operations	0
Programme of Works	0
Air Quality	0
Ecology	0
Other	0
Total	1

100% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

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Warwick District Council

Helpdesk Enquiries - Warwick District Council

Numbers	April 2021	2021 (full year)
Total cases	15	88

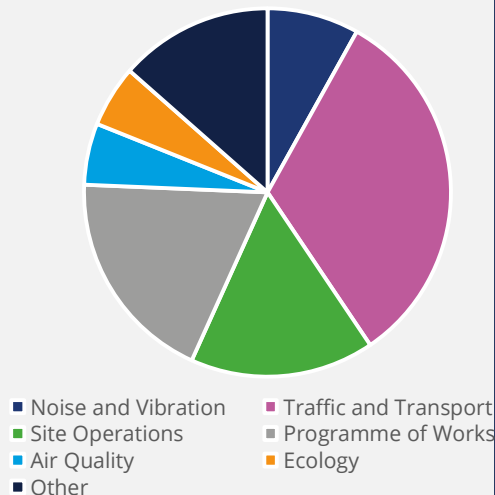
Type of case	Total number April 2021	2021 (full year)
Construction	8	55
Land & Property	7	26
Community Engagement	0	3
Other	0	4

Complaints - Warwick District Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	12	39	351
Service	2	2	8
Construction	10	37	343

Construction Complaints by Category 2021 (full year)- Warwick District Council

Noise and vibration	3
Traffic and Transport	12
Site Operations	6
Programme of Works	7
Air Quality	2
Ecology	2
Other	5
Total	37



92% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

Local Authority Report

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North Warwickshire Borough Council

Helpdesk Enquiries - North Warwickshire Borough Council

Numbers	April 2021	2021 (full year)
Total cases	0	22

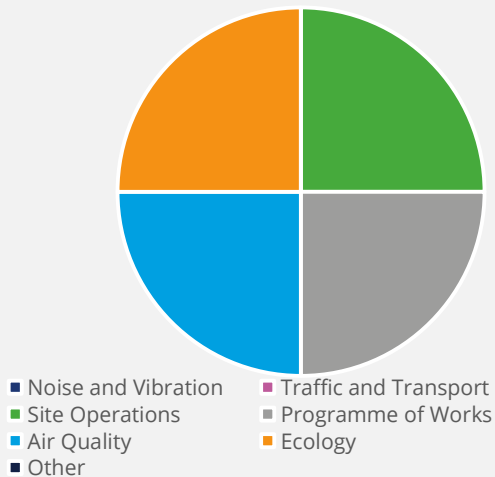
Type of case	Total number April 2021	2021 (full year)
Construction	0	14
Land & Property	0	5
Community Engagement	0	3
Other	0	0

Complaints - North Warwickshire Borough Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	1	4	24
Service	0	0	3
Construction	1	4	21

Construction Complaints by Category 2021 (full year)- North Warwickshire Borough Council

Noise and vibration	0
Traffic and Transport	0
Site Operations	1
Programme of Works	1
Air Quality	1
Ecology	1
Other	0
Total	4



75% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

Local Authority Report

April 2021

Solihull Metropolitan Borough Council

Helpdesk Enquiries - Solihull Metropolitan Borough Council

Numbers	April 2021	2021 (full year)
Total cases	17	82

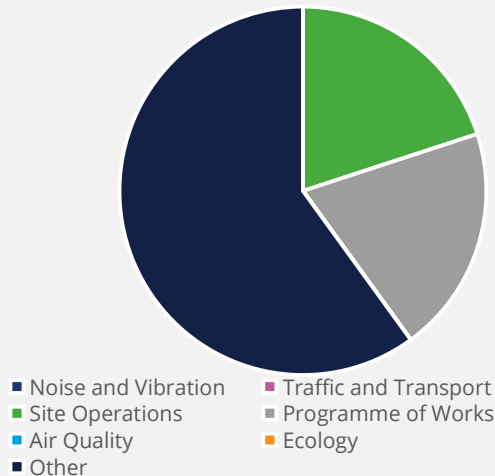
Type of case	Total number April 2021	2021 (full year)
Construction	3	29
Land & Property	14	51
Community Engagement	0	1
Other	0	1

Complaints - Solihull Metropolitan Borough Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	6	12	35
Service	0	1	4
Construction	6	11	31

Construction Complaints by Category 2021 (full year)- Solihull Metropolitan Borough Council

Noise and vibration	1
Traffic and Transport	0
Site Operations	2
Programme of Works	2
Air Quality	1
Ecology	1
Other	4
Total	11



92% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

Local Authority Report

April 2021

Birmingham City Council

Helpdesk Enquiries - Birmingham City Council

Numbers	April 2021	2021 (full year)
Total cases	70	329

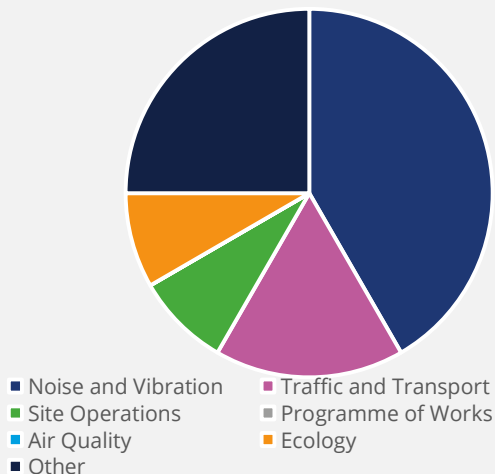
Type of case	Total number April 2021	2021 (full year)
Construction	13	105
Land & Property	54	195
Community Engagement	0	6
Other	3	23

Complaints - Birmingham City Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	1	12	15
Service	0	0	3
Construction	1	12	12

Construction Complaints by Category 2021 (full year)- Birmingham City Council

Noise and vibration	5
Traffic and Transport	2
Site Operations	1
Programme of Works	0
Air Quality	0
Ecology	1
Other	3
Total	12



92% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

Local Authority Report

April 2021

Staffordshire County Council

Helpdesk Enquiries - Staffordshire County Council

Numbers	April 2021	2021 (full year)
Total cases	11	163

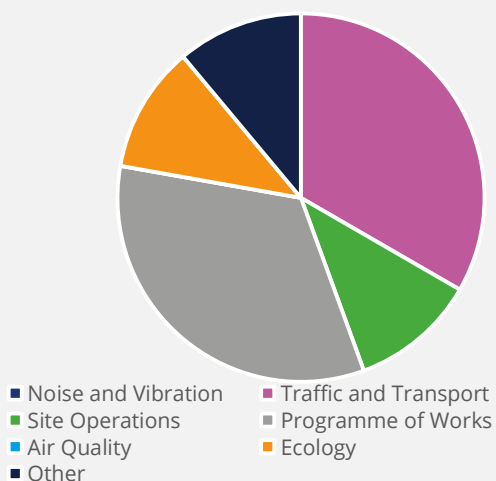
Type of case	Total number April 2021	2021 (full year)
Construction	7	113
Land & Property	4	42
Community Engagement	0	2
Other	0	6

Complaints - Staffordshire County Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	5	16	41
Service	0	2	10
Construction	5	14	31

Construction Complaints by Category 2021 (full year)- Staffordshire County Council

Noise and vibration	0
Traffic and Transport	4
Site Operations	2
Programme of Works	4
Air Quality	0
Ecology	3
Other	1
Total	14



94% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

The County Council data shown above is a consolidation of the total number of contacts received by the HS2 Helpdesk from across the whole county, which includes data from the individual District Councils listed within this report

Local Authority Report

April 2021

Lichfield District Council

Helpdesk Enquiries - Lichfield District Council

Numbers	April 2021	2021 (full year)
Total cases	5	128

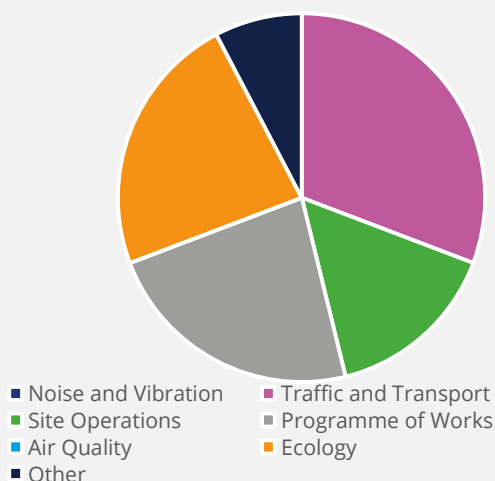
Type of case	Total number April 2021	2021 (full year)
Construction	2	92
Land & Property	3	29
Community Engagement	0	2
Other	0	5

Complaints - Lichfield District Council

	Total number April 2021	2021 (full year)	Total number 2020
Complaints TOTAL	5	16	41
Service	0	2	10
Construction	5	14	31

Construction Complaints by Category 2021 (full year)- Lichfield District Council

Noise and vibration	0
Traffic and Transport	4
Site Operations	2
Programme of Works	4
Air Quality	0
Ecology	3
Other	1
Total	14



94% of complaints answered in 20 working days in 2021 (full year)

100% of complaints answered at the 1st step of the complaints process in 2021 (full year)

Local Authority Report

April 2021

Stafford Borough Council

Helpdesk Enquiries - Stafford Borough Council

Numbers	April 2021	2021 (full year)
Total cases	4	8

Type of case	Total number April 2021	2021 (full year)
Construction	3	5
Land & Property	1	3
Community Engagement	0	0
Other	0	0

Complaints - Stafford Borough Council

	Total number April 2021	2021 (full year)	Previous year 2020
Complaints TOTAL	0	0	0
Service	0	0	0
Construction	0	0	0

Construction Complaints by Category 2021 (full year)- Stafford Borough Council

Noise and vibration	0
Traffic and Transport	0
Site Operations	0
Programme of Works	0
Air Quality	0
Ecology	0
Other	0
Total	0

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