





# EUSTON SOCIAL VALUE CHARTER

## The Social Value Charter Themes & Objectives



The Social Value Charter has been developed by The Euston Partnership to ensure there is a commitment amongst member organisations and existing and future contractors and occupiers to support social, economic and environmental improvements in the wider Euston area, benefitting local communities and residents.

# THEMES, OBJECTIVES & OUTCOMES

## 4. Themes, Objectives & Outcomes

### 4.1 Themes and Objectives

#### Putting communities at the heart of development

**Community, inclusion and equity:** Ensure inclusion, accessibility and equity in all development, private and public, and provide social infrastructure that enriches community life and resilience.

**Engagement:** Ensure engagement is inclusive through meaningful collaboration and cocreation with all of Euston's diverse communities, providing a range of engagement opportunities that encourage participation, keep communities informed and offer opportunities to shape decisions.

**Economy, employment and learning:** Support the local economy, provide secure jobs and equitable and accessible life-long learning and build a stable local labour market that is accessible to everyone.

**Culture and heritage:** Create a meaningful environment that stimulates expression of and supports access to creativity, culture and identity.

**Health:** Bolster wellbeing and community resilience with improved physical and mental health outcomes.

#### Best use of land

**Housing:** Deliver housing for all to enable mixed and balanced communities.

**Open space and public realm:** Deliver high-quality, inclusive parks and open spaces and facilitate safe, green and welcoming street environments.

**Transport:** Prioritise active, sustainable and accessible transport modes and support a positive passenger experience.

#### Sustaining Euston's Heart throughout Construction

**Public safety:** Implement measures to maximise public safety and ensure that designs make a positive impact on community safety.

**Construction phase:** Minimise the negative impacts of construction and ensure that Euston remains a 'place' while development is underway.

#### Sustainability

**Sustainability:** Support the delivery of The Euston Partnership's Sustainability Strategy, creating an exemplar environmentally regenerative place that is healthy and resilient and showcases effective environmental solutions.

### 4.2 Outcomes and measures/metrics

A series of outcomes has been developed for each objective designed to ensure there is a clear deliverable which can be measured.

We have identified one or two subjective and objective measures for each output based on data that is collected/planned to be collected via a variety of surveys and data sources.

This list of outcomes and measurements will be contained as a separate annex to this Charter. What is measured and monitored will evolve over time, depending on the stage of the project.

The Good Life Euston household survey which is planned to be undertaken every three years will be a key method of monitoring delivery.

## 5. Implementation and Monitoring

### 5.1 Implementation

This Charter has been produced with all member organisations of The Euston Partnership and incorporated into Key Performance Indicators where relevant.

There is potential to expand the remit of this Charter to wider organisations in the Euston area, such as the Knowledge Quarter.

In order to facilitate monitoring of the measures set out in this document, funding is required for the Good Life Euston Household survey to be undertaken every three years.



# THEMES, OBJECTIVES & OUTCOMES

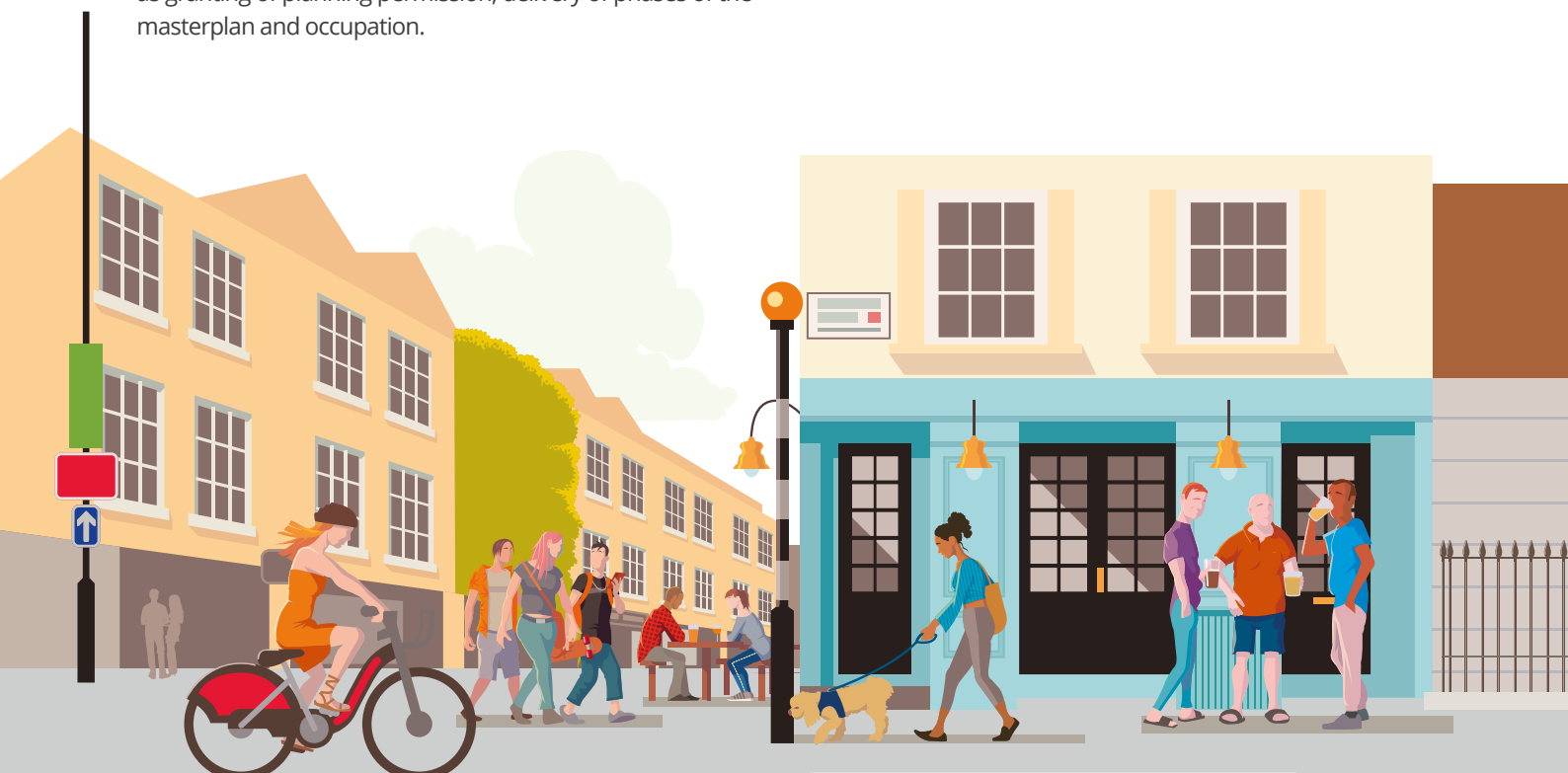
## 5.2 Good Life Euston

- Good Life is a collaboration project between Camden Council, the Institute for Global Prosperity (IGP), Lendlease, Camden Giving and citizen social scientists living in Somers Town and Regent's Park Estate. The project is working directly with residents to understand local experiences of regeneration and aspirations for prosperity, and to bring these new forms of evidence into regeneration planning.
- A household survey, shaped by the work of the Citizen Social scientists, is currently being developed and will be circulated to Euston residents. Where appropriate, the outputs from this survey and the accompanying secondary data which feed into the Good Life measurements will be used as baseline data for measuring progress against the Social Value Charter outcomes. Sharing this data between projects/organisations will allow for more accurate local representation and more streamlined development of metrics for monitoring progress and delivery of Social Value.

## 5.3 Monitoring

- Monitoring and evaluation will be key to ensuring the delivery of the Social Value objectives and where appropriate, using what is learnt to refine workstreams and highlight areas which need special attention. Monitoring of the Charter will help to measure progress against the stated objectives and ensure that pledges are being delivered upon.
- The availability of data means that it will not be possible to update some measures as often as we would like, however, where we can, we will monitor at key project milestones such as granting of planning permission, delivery of phases of the masterplan and occupation.

- It is proposed that the Good Life household survey is repeated every three years to show change over time and this data will be used to review Euston Social Value outcomes over time. Developed by communities, the model will collate primary and secondary data to measure well-being in Euston. It will provide unique insight and can help benchmark against other areas in London.
- As well as providing essential data to monitor some of the specific outcomes identified in the Charter, the Good Life model will be a helpful reference point to shape Social Value work over the lifetime of the project, allowing The Euston Partnership to learn, respond and adjust to performance against the indicators.
- Reviews of the Charter will be considered if monitoring data suggests this is appropriate but a version of it is expected to be in place for at least 10 years post occupation.
- Other measures will be updated from census data at every 10-year census update.
- There will be requirements on Euston Partnership organisations to provide data to enable monitoring.
- The Place and Social Value Panel and the Community Review Panel (which report directly to the Euston Partnership Board) will have a key role in ensuring the delivery and monitoring of the Social Value Charter.



# OBJECTIVE: COMMUNITY, INCLUSION AND EQUITY

Ensure inclusion, accessibility and equity in all development, private and public, and provide social infrastructure that enriches community life and resilience.

Theme: Putting communities at the heart of development

Outcome	Measures	Way of measuring	Frequency
1. Deliver the 'right' kind of change at the right pace ensuring affordable housing, open space and community facilities are delivered before or at the same time as commercial and residential buildings	Domain: Secure livelihoods Sub-domain: Affordable and good quality housing Indicators: <ul style="list-style-type: none"> <li>Housing Affordability (rent to income ratio)</li> <li>Satisfaction: quality of housing</li> <li>Perception - Adequate living conditions</li> </ul>	Good life Euston household survey	Three-year period
	Domain: Our spaces and services Sub-domain: Community spaces and services Indicator: <ul style="list-style-type: none"> <li>Perception - Adequate local facilities</li> </ul>	Good life Euston household survey	Three-year period
2. Existing communities are not displaced or alienated, and benefit from development	Domain: Positive connections Sub-domain: Connections to the wider community Indicator: <ul style="list-style-type: none"> <li>Community inclusion</li> </ul>	Good life Euston household survey	Three-year period
	Domain: Positive connections Sub-domain: Connections to family, friends, and neighbours Indicator: <ul style="list-style-type: none"> <li>Contact frequency - friends and family</li> </ul>	Good life Euston household survey	Three-year period
3. Buildings, infrastructure, open spaces and public realm are welcoming to new and existing communities, offering opportunities to connect	Domain: Our spaces and service Sub-domain: Community spaces and services Indicator: <ul style="list-style-type: none"> <li>Use of natural environment/public spaces</li> </ul>	Good life Euston household survey	Three-year period
	Domain: Environmental revitalization Sub-domain: Welcoming environments Indicator: <ul style="list-style-type: none"> <li>Satisfaction: quality of public spaces</li> </ul>	Good life Euston household survey	Three-year period
4. Euston is an accessible and inclusive place, both physically and digitally	Domain: Positive connections Sub-domain: Connections to family, friends, and neighbours Indicator: <ul style="list-style-type: none"> <li>Neighbourhood belonging indicators - trust</li> </ul>	Good life Euston household survey	Annually
	Domain: Community richness, cultures and identities Sub-domain: Celebrating diversity Indicator: <ul style="list-style-type: none"> <li>Living with diversity</li> </ul>	Good life Euston household survey	Three-year period
5. Implementation of diversity, inclusion and anti-racist strategies	Reporting on implementation of diversity & inclusion strategies – review annual reporting from each organisation.	All partnership organisations	Annually

# OBJECTIVE: COMMUNITY, INCLUSION AND EQUITY

Outcome	Measures	Way of measuring	Frequency
6. A strong social infrastructure network exists where community organisations are supported to be financially and operationally viable	Amount of community infrastructure retained and created (by type)	Camden	Annually
	Domain: Positive connections Sub-domain: Connections to the wider community Indicator: <ul style="list-style-type: none"> <li>• Community belonging (A)</li> <li>• Community inclusion</li> </ul>	Good life Euston household survey	Three-year period
7. Enterprises and community-run businesses/co-operatives are supported to access a stake in future development	No. of local, social enterprises or community run businesses/co-operatives that operate retail or local services (like nurseries) within the development	Camden Lendlease	At key milestones
	Accessibility/affordability of community infrastructure	Camden, Lendlease	Every three years

# OBJECTIVE: ENGAGEMENT

Ensure engagement is inclusive through strategic collaboration and cocreation with all of Euston's diverse communities, providing a range of engagement opportunities that encourage participation, keep communities informed and offer opportunities to shape decisions

Theme: Putting communities at the heart of development

Outcome	Measures	Way of measuring	Frequency
1. Community priorities are met by TEP organisations partnering with existing community organisations and groups.	No. of collaborative programs among community orgs, existing and new	Individual organisations Local community groups All partnership orgs	Throughout
	No. of individuals participation in each programme – HS2 capture	HS2 contract management information (submitted to community engagement team)	Annually
	<ul style="list-style-type: none"> <li>Charitable hours donated via project</li> <li>Charitable hours donated that were 'high skill'</li> <li>Charitable hours donated that were 'low skill'</li> <li>Materials or funds donated to local communities</li> </ul>	All partnership organisations	Annually
2. Programmes of co-design and co-delivery give communities direct ownership of outcomes	% of projects that are co-delivered and co-designed		
	No. of individuals benefiting from each programme	Local community groups All partnership orgs	Quarterly
	No. of projects moved from pilot to permanent (i.e. attracting funding streams)	Local community groups All partnership orgs	Quarterly
3. Accurate, clear up-to-date information is always available for residents	Quality and accessibility of communication channels	Review of resident communication channels Review of TEP channels and communications	Annual
	Domain: Systemic equity Sub-domain: Inclusive decision-making that empowers residents Indicator: <ul style="list-style-type: none"> <li>Information and communication</li> </ul>	Good life Euston household survey	Three-year period



# OBJECTIVE: ENGAGEMENT

Outcome	Measures	Way of measuring	Frequency
4. The full diversity of local voices, including the seldom-heard, is properly brought into the conversation about change and development	Overarching diverse and inclusive engagement strategy to include: <ul style="list-style-type: none"> <li>Nos of public engagement opportunities – HS2, LL, NR, LBC</li> <li>Being able to track no. of formal engagement events (RAG, CIG, CLG)</li> <li>No. of engagement opportunities via formal engagement representative groups (CIG, RAG, CRP, ECRG, Euston Station Accessibility Group)</li> <li>No. of responses received for each engagement/consultation</li> <li>Measuring 'you said, we did' feedback</li> <li>No. and diversity of people who actively participate in a project</li> </ul>	Delivery organisations from the Euston Partnership	Annually
	Alternative format/language public engagement opportunities offered	All partnership orgs	Every six months
	Domain: Systemic equity Sub-domain: Inclusive decision-making that empowers residents Indicator: <ul style="list-style-type: none"> <li>Political participation indicators</li> </ul>	Good life Euston household survey	Three-year period

# OBJECTIVE: ECONOMY, EMPLOYMENT & LEARNING

Support the local economy, provide equitable and accessible life-long learning and build a stable local labour market that is accessible to everyone

Theme: Putting communities at the heart of development

Outcome	Measures	Way of measuring	Frequency
1. To capture social value through procurement	Partnership organisations procurement practices; diverse supply chain (definition tbd) , local supply chain operations (judged on proximity to Camden) to be assessed using national framework - TOMS	All partnership organisations to report	Annually
2. Invest in a network of neighbourhood centres that enrich and complement one another	Proportion of independent shops/businesses retained and newly opened in neighbourhood centres	Camden	At key milestones
	Vacancies in EAP area	Camden	At key milestones
	No. of startups/SMEs/social enterprises receiving skills/ training/ entrepreneurship/ funding support; hours/amount of financial support – reporting process tbd	All partnership orgs	Throughout
	Domain: Systemic equity Sub-domain: An inclusive economy Indicator: <ul style="list-style-type: none"> <li>• Business survival rate</li> <li>• Enterprise births</li> <li>• Enterprise deaths</li> <li>• Number of active enterprises</li> </ul>	Good life Euston household survey	Three-year period
3. Good work for local residents	No. of TEP organisations, sub contractors and tenants employers who've adopted MoL standards (London Living Wage, Timewise, Camden Inclusive Business Network)	Camden Inclusive Business Network	Annually
	No. of residents supported into jobs linked to development at Euston	All partnership organisations to provide data	Annually
	Domain: Formal and informal learning Sub-domain: Good quality, secure and meaningful work Indicator: <ul style="list-style-type: none"> <li>• Labour force participation</li> <li>• Employment rate</li> <li>• Status in employment</li> </ul>	Good life Euston household survey	Three-year period

# OBJECTIVE: ECONOMY, EMPLOYMENT & LEARNING

Outcome	Measures	Way of measuring	Frequency
	No. of jobs being created and existing jobs protected	KXCSC HS2 Camden Council Good Work Camden KX Recruit	Annually
	No. of organisations supporting STEAM programmes	Annually	Annually
	No. of young people/long term unemployed/ex-offenders in training/apprenticeships/work placements/regular employment	KXCSC	Throughout
	No. of trainees, apprentices, placements progressing into work	KXCSC	Throughout
	Domain: Secure livelihoods Sub-domain: Good quality, secure and meaningful work Indicator: <ul style="list-style-type: none"> <li>• Youth unemployment rate</li> </ul> Sub-domain: Breaking the poverty cycle Indicators: <ul style="list-style-type: none"> <li>• Income Deprivation Affecting Older People Index</li> <li>• Income Deprivation Affecting Children Index</li> <li>• Relative and absolute poverty</li> </ul> Wealth index	Good life Euston household survey	Three-year period

# OBJECTIVE: CULTURE AND HERITAGE

Create a meaningful environment that stimulates expression of and supports access to creativity, culture and identity

Theme: Putting communities at the heart of development

Outcome	Measures	Way of measuring	Frequency
1. Residents, businesses and institutions are engaged in developing and implementing a cultural strategy for Euston	No. of collaborative programs among community orgs, existing and new	Lendlease cultural strategy Camden – cultural/heritage teams Local community and cultural groups	TBC as part of the cultural strategy
	Domain: Our spaces and services Sub-domain: Sports and leisure activities Indicator: <ul style="list-style-type: none"> <li>Associational involvement – leisure/interest associations</li> </ul>	Good life Euston household survey	Three-year period
2. Cultural facilities and programmes stem from the cultural strategy and are directly shaped by the diversity of Euston's communities	No. of local cultural activities/events	Lendlease cultural strategy Camden – cultural/heritage teams Local community and cultural groups	TBC as part of the cultural strategy
3. The range of heritage assets & culture that exists in the community is representative and reflected in future development, from identity, customs, religion to intellectual culture and arts	Domain: Community richness, cultures and identities Sub-domain: Community heritage Indicator: <ul style="list-style-type: none"> <li>Cultural engagement – Proportion of people participating in one or more cultural activities</li> </ul>	Good life Euston household survey	Three-year period
	Domain: Community richness, cultures and identities Sub-domain: Community heritage Indicator: <ul style="list-style-type: none"> <li>Cultural engagement – Proportion visiting at least once a week/at least once a month</li> </ul>	Good life Euston household survey	Three-year period
4. Existing cultural uses are invested in and supported, allowing for Euston's culture to develop over time	No. of/quality of improvements to heritage assets and their settings	Local community and cultural groups	Throughout
5. Opportunities for culture in the local economy are maximised	No. of affordable spaces for artists creatives and cultural orgs Agree a definition of 'affordable'*	Camden Lendlease	Throughout
	No. of partnerships across local community and cultural orgs	Camden Lendlease	Throughout
6. A successful night-time economy that considers local needs and manages impacts effectively	Camden Council is developing an Evening and Night Time Economy (ENTE) Strategy. It is expected to be in place in mid-2023. Appropriate measures and data to be confirmed following its development.	To be determined following the development of the ENTE Strategy.	To be determined following the development of the ENTE Strategy.

# OBJECTIVE: HEALTH

Bolster wellbeing and community resilience with improved physical and mental health outcomes

Theme: Putting communities at the heart of development

Outcome	Measures	Way of measuring	Frequency
1. Healthy, affordable food is accessible to all	Domain: Secure livelihoods Sub-domain: Breaking the poverty cycle Indicator: <ul style="list-style-type: none"> <li>Free school meal eligibility</li> <li>Food security – coping strategy index</li> </ul>	Good life Euston household survey	Three-year period
2. Opportunities for physical activity for all ages and abilities	Domain: Our spaces and services Sub-domain: Sports and leisure activities Indicator: <ul style="list-style-type: none"> <li>Associational involvement – leisure/interest associations</li> </ul>	Good life Euston household survey	Three-year period
	Domain: Our spaces and services Sub-domain: Sports and leisure activities Indicator: <ul style="list-style-type: none"> <li>Participation in sports activities</li> </ul>	Good life Euston household survey	Three-year period
3. Euston is a complete and compact neighbourhood (15-minute neighbourhood)	Domain: Our spaces and services Sub-domain: Health and wellbeing services Indicator: <ul style="list-style-type: none"> <li>Access to GP (A)</li> <li>Satisfaction – Quality of healthcare</li> <li>Use of natural environment/public spaces (B)</li> </ul>	Good life Euston household survey	Three-year period
	Domain: Our spaces and services Sub-domain: Community spaces and services Indicator: Adequate local facilities (B)	Good life Euston household survey	Three-year period
4. Improved life expectancy, decreased measures of deprivation (and other appropriate measures)	Domain: Positive state of being Sub-domain: Physical and mental wellbeing Indicator: <ul style="list-style-type: none"> <li>Self-rated health</li> <li>Prevalence of chronic conditions</li> <li>Healthy life expectancy</li> <li>Life expectancy inequality</li> <li>Disability-free life expectancy</li> </ul>	Good life Euston household survey	Three-year period
	Domain: Our spaces and services Sub-domain: Health and wellbeing services Indicator: <ul style="list-style-type: none"> <li>Access to GP</li> <li>Access to dental care</li> <li>Satisfaction – quality of healthcare</li> </ul>	Good life Euston household survey	Three-year period

# OBJECTIVE: HEALTH

Outcome	Measures	Way of measuring	Frequency
5. Good levels of wellbeing	Domain: Positive state of being Sub-domain: Physical and mental wellbeing Indicator: <ul style="list-style-type: none"><li>• Subjective wellbeing measures – happiness</li><li>• Subjective wellbeing measures – losing confidence</li><li>• Life satisfaction score</li></ul>	Good life Euston household survey	Three-year period
6. Delivering an environment which encourages walking and cycling for local trips	Domain: Environmental revitalization Sub-domain: Welcoming environments Indicator: <ul style="list-style-type: none"><li>• Walkability (frequency of walking trips)</li></ul>	Good life Euston household survey	Three-year period

# OBJECTIVE: HOUSING

Deliver housing for all to enable mixed and balanced communities

Theme: Best use of land

Outcome	Measures	Way of measuring	Frequency
1. Affordable and specialist housing meets community need and contributes to a vibrant, mixed and balanced community	No. of new, affordable and specialist homes	Camden – Housing	At key milestones
	Domain: Secure livelihoods Sub-domain: Affordable and good quality housing Indicators: <ul style="list-style-type: none"> <li>• Housing cost and affordability</li> <li>• Housing tenure distribution</li> <li>• Homelessness (secondary)</li> <li>• Housing in poor condition (secondary) (Proportion of social and private homes that fail to meet the Decent Homes standard)</li> <li>• Accommodation size</li> <li>• Overcrowding</li> <li>• Housing quality (Adequate living conditions: heating, humidity, noise)</li> <li>• Satisfaction: quality of housing</li> </ul>	Good life Euston household survey	Three-year period
2. Existing housing stock is retrofitted, increasing overall energy efficiency	No. of homes improved	Camden – Housing	At key milestones
	No. of homes retrofitted	Camden – Housing	At key milestones

# OBJECTIVE: OPEN SPACE & PUBLIC REALM

Deliver high-quality, inclusive parks and open spaces and facilitate safe, green and welcoming street environments

Theme: Best use of land

Outcome	Measures	Way of measuring	Frequency
1. Existing and new open spaces are enhanced to meet community needs and are valued, safe, well-maintained and welcoming to all	Domain: Our spaces and services Sub-domain: Community spaces and services Indicators: <ul style="list-style-type: none"> <li>Use of natural environment/public spaces</li> <li>Proportion of respondents reporting outdoor space or facilities where children can play safely</li> </ul>	Good life Euston household survey	Three-year period
	Domain: Environmental Revitalization Sub-domain: Welcoming environments, sustainable and resilient environments, safe environments Indicators: <ul style="list-style-type: none"> <li>Quality of public spaces</li> <li>Quality of green space</li> <li>Quality of public spaces</li> <li>Perceived neighbourhood threat</li> </ul>	Good life Euston household survey	Three-year period
2. Open spaces are accessible to all residents, visitors and workers and designed/managed to Green Flag/Parks for Health standards	Spaces managed/designed to Green Flag/PFH standards	Reported by owners/managers of the spaces	Key milestones in projects to be included in TEP requirements
	Domain: Environmental Revitalization Sub-domain: Sustainable and resilient environments Indicator: <ul style="list-style-type: none"> <li>Households deficient in access to nature</li> </ul>	Good life Euston household survey	Three-year period
	Domain: Our spaces and services Sub-domain: Community spaces and services Indicator: <ul style="list-style-type: none"> <li>Use of natural environment/public spaces</li> </ul>	Good life Euston household survey	Three-year period
3. Streets and public realm are safe, green, clean and welcoming	Healthy Streets Indicators	Healthy Streets Indicators	Key milestones in projects to be included in TEP requirements
	Domain: Environmental Revitalization Sub-domain: Welcoming environments, sustainable and resilient environments, safe environments <ul style="list-style-type: none"> <li>No. of public realm measures implemented</li> </ul>	Good life Euston household survey	Three-year period
		Camden	Throughout
4. Community has a sense of ownership of public spaces, including ongoing involvement in their management and upkeep (friends groups, programming etc.)	Friends groups for new open spaces involved in management of spaces	Managers/owners of the spaces to report on	Throughout
	Spaces are co-designed	Managers/owners of the spaces to report on	Key milestones in projects to be included in TEP requirements



# OBJECTIVE: OPEN SPACE & PUBLIC REALM

Outcome	Measures	Way of measuring	Frequency
5. Open spaces directly contribute to wellbeing, for example through direct engagement with/ access to nature and biodiversity	Parks for Health Assessment	- Camden Lendlease HS2 Network Rail	Key milestones in projects to be included in TEP requirements
	Urban Greening Factor measures	Policy in London Plan	Key milestones in projects to be included in TEP requirements

# OBJECTIVE: TRANSPORT

Prioritise active, sustainable and accessible transport modes and support a positive customer experience across all modes

Theme: Best use of land

Outcome	Measures	Way of measuring	Frequency
1. Improvements are made across all Healthy Streets indicators	Improvements to accessibility for people with limited mobility	Healthy Streets Indicators Equalities Impact Assessment Access audits	At key milestones
	Healthy street assessments carried out at certain points in the project	Healthy Streets Indicators	At key milestones
2. The benefits of a transport super hub and opportunities for ease/convenience/safety of interchange are maximised	Mode share changes - Comparison of walking/cycling with car/taxi figures in historic travel data (focusing on improvements to onward/arrival mode share)	Travel in London Data Traffic counts from within the EAP area	At key milestones
3. Use of sustainable transport modes is increased and all transport modes/functions use less energy and improve air quality	Changes to transport accessibility: crossings improvements/additions and cycle provision	All partnership organisations	At key milestones
	Benefit Cost Ratio assessment	Active Mode Appraisal Tool (Active Mode Appraisal Toolkit User Guide ( <a href="https://publishing.service.gov.uk">publishing.service.gov.uk</a> ))	At key milestones
	Reduction in number of motor vehicles on roads	TfL	At key milestones
	Domain: Environmental revitalization Sub-domain: Clean environments Indicators: <ul style="list-style-type: none"> <li>Air quality index (secondary)</li> <li>Per capita CO2 emissions (secondary)</li> </ul>	Good life Euston household survey	Three-year period
4. Traffic-calming measures are integrated alongside improved road and personal safety, and reduced transport-related accidents and injuries	No. of/outcome of road safety measures implemented	Collision data (accident statistics) - Crash Map	At key milestones
	Domain: Environmental revitalization Sub-domain: Safe environments Indicator: <ul style="list-style-type: none"> <li>Road traffic casualties</li> </ul>	Good life Euston household survey	Three-year period
5. Paths, streets and spaces are well connected, accessible and legible	Local resident experience survey/engagement	Healthy Streets Check/survey Accessibility Audit	At key milestones

# OBJECTIVE: TRANSPORT

Outcome	Measures	Way of measuring	Frequency
	Domain: Our spaces and services Sub-domain: Affordable transport services Indicators: <ul style="list-style-type: none"> <li>• Travel mode (distribution: public/private/pedestrian/cyclist, etc)</li> <li>• Travel time</li> <li>• Travel cost</li> <li>• Affordability of transport (cost to income ratio)</li> <li>• Satisfaction: Public transportation system in the area</li> <li>• Commuting difficulty - highest reported obstacles</li> <li>• Community difficulty – ease of transport</li> </ul>	Good life Euston household survey	Three-year period
6. The transport customer experience is improved	Passenger experience survey/engagement	TfL Customer satisfaction survey Network Rail Passenger Survey	At key milestones
7. Enabling active travel in and around Euston, creating a zero carbon place	Healthy streets measures/indicators	Healthy streets measures/indicators	At key milestones

# OBJECTIVE: PUBLIC SAFETY

Implement measures to maximise public safety and ensure that designs make a positive impact on community safety

Theme: Sustaining Euston's Heart throughout Construction

Outcome	Measures	Way of measuring	Frequency
1. Well-used and well-designed spaces (integrate passive surveillance, effective lighting, etc.)	Domain: Positive state of being Sub-domain: Feeling secure Indicator: • Perception of local safety	Good life Euston household survey	Three-year period
	Domain: Environmental Revitalization Sub-domain: Safe environments Indicator: • Perceived neighbourhood threat	Good life Euston household survey	Three-year period
2. Safety measures are designed in (both preventative and those accommodating different user groups/activities) throughout construction and in end state	Safety measures implemented (lighting, patrolling, neighbourhood volunteers)	Camden – Community Safety Team Lendlease, HS2, Network Rail	At key milestones
3. Quality, regular public realm maintenance which is democratically monitored (both public and private)	Frequency of public realm maintenance	Camden – Community Safety Team	Throughout
4. Reduction in crime and fear of crime	Changes in rates of crime	Met Police	Throughout
	Domain: Positive state of being Sub-domain: Feeling secure Indicator: • Perception of local crime level (& trend)	Good life Euston household survey	Every three years
	Domain: Positive state of being Sub-domain: Feeling secure Indicator: • Perception of local safety after dark/during the day	Good life Euston household survey	Every three years

# OBJECTIVE: CONSTRUCTION PHASE

Minimise the impacts of construction and ensure that Euston remains a 'place' while development is underway

Theme: Sustaining Euston's Heart throughout Construction

Outcome	Measures	Way of measuring	Frequency
1. Meanwhile uses realise real community and local benefits (social, cultural & environmental), test ideas for future uses and mitigate construction impacts (e.g. loss of open space)	Each meanwhile project should include an assessment of its success, including lessons learnt. Detail to be agreed by the MUWG but it should include reporting on: <ul style="list-style-type: none"> <li>- Community involvement and whether there was any leadership from the community.</li> <li>- Social, cultural, and environmental benefit</li> <li>- Opportunities to continue/ adapt use for inclusion in development</li> </ul>	Camden Lendlease UAL – T Factor	At (meanwhile) project inception and completion.
	No. of affordable meanwhile space offered	Camden Lendlease UAL – T Factor HS2	Throughout
	No. of meanwhile tenants given long-term space in new development	Camden Lendlease	Throughout
2. Construction noise is minimised	Noise insulation uptake (with detailed breakdown)	HS2 consolidated noise insulation uptake report NR, Lendlease & other contractors	Monthly, but in an annual report for the purposes of the Social Value charter
	Monthly reporting to cover: <ul style="list-style-type: none"> <li>• Noise and vibration triggers</li> <li>• Air quality and dust triggers</li> <li>• Use of purpose-built acoustic enclosures to contain construction activities within and around the ventilation shaft</li> <li>• Use of innovative piling techniques suitable for confined urban construction sites</li> <li>• Use of localized high absorbing acoustic barriers for generators and other static plant</li> <li>• Use of low impact demolition techniques</li> <li>• Use of non-diesel generators</li> </ul>	HS2 monthly noise and vibration report HS2 monthly air quality and dust report HS2 Local Authority Report NR, Lendlease & other contractors	Monthly, but in an annual report for the purposes of the Social Value Charter
	Cumulative noise impacts	HS2 Cumulative Impact Tool NR, Lendlease & other contractors	Throughout

# OBJECTIVE: CONSTRUCTION PHASE

Outcome	Measures	Way of measuring	Frequency
3. Phasing/staging is consolidated and cumulative impacts are mitigated through the use of shared facilities and work packages (including worksites, co-ordination of worksites, enabling and utilities works)	Annual report – including how consolidation opportunities have been identified, and how many have been maximised Utility works coordination No. of construction sites shared by partners	All partners and construction contractors HS2 SCS MDJV Lendlease CMP Utility companies	Annual report from construction partners Agreed construction management plan (CMP)
4. Best-practice traffic management and clear temporary and long-term wayfinding	Forecast lorry numbers (against a baseline)	HS2 SCS MDJV Lendlease CMP Considerate constructors	Throughout
	Use of materials by rail (in the station)	HS2 SCS MDJV	Throughout
	No. signage/wayfinding features added/improved	All partnership organisations	Throughout