

HS2

High Speed Two (HS2) Limited
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Sir Mark Worthington OBE
HS2 Independent Construction Commissioner

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Dear Sir Mark,

Thank you for your recent report as the HS2 Independent Construction Commissioner covering the first quarter of 2024.

Your ongoing engagement with HS2 Ltd colleagues and contractors, as well as communities, has, as usual, been appreciated.

I note that you have conducted a number of visits during the early part of 2024, including to Birmingham, Northamptonshire, Buckinghamshire, West London and Euston and Camden.

Since your last report, we have continued to make considerable progress in the delivery of HS2. We are at peak construction building the major structures that will carry HS2's trains between London and the West Midlands. Over 30,000 jobs are supported by the project and more than 3,300 UK-based businesses – including businesses from every region and nation of the UK – are helping to build the new railway.

Earlier this year, we passed the half-way point on the construction of all our tunnels between Birmingham and London and last month we completed the excavation of the Old Oak Common Station underground box – a three-year operation to create a vast structure big enough to accommodate the equivalent of 300 Olympic sized swimming pools. Six 450m platforms will be constructed in the underground box for HS2 services. Alongside eight further platforms above ground for the Elizabeth Line, Great Western Mainline and Heathrow Express, Old Oak Common will become one of the country's most vital transport hubs with connections to more than 170 destinations.

So far this year (April to July 2024), we have received 389 complaints. This compares with 436 for the same period the previous year, a decrease of 11%. We have resolved 96% of complaints in 20 working days or fewer, and all complaints have been concluded at the first stage of the complaints process. I am pleased to report that we continue to respond to 100% of urgent construction enquiries and complaints in two working days.

As you have noted, we are now in year two of the full construction programme. We are working hard to minimise ongoing impacts of those directly impacted individuals and communities, as we continue to build long-term relationships with communities to better understand how they are affected. We are committed to keeping communities informed through clear and timely communication and recognise that, whilst we always look to provide at least two weeks' notice, providing as much notice as possible about our works helps those affected. We will continue to discuss this with our contractors during our regular meetings.

Finally, your report notes the change in Government at this year's General Election. We continue to work closely with the Department for Transport and wider Government. I look forward to working with you closely, and to receiving your next report in due course.

Yours sincerely,



Jackie Roe
Civils Delivery Director
High Speed Two (HS2) Ltd