

**Our Reference: CEO-25-1008**

Lord Jackson of Peterborough  
HS2 Residents' Commissioner

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13 May 2025

Dear Lord Jackson,

I acknowledge receipt of your final report as the HS2 Residents' Commissioner covering the period September 2024 to March 2025. I would like to thank you for meeting with me, to discuss your work at the beginning of April. I would like to take the opportunity to sincerely thank you for your contribution to the project over the last three years.

Your input has helped us drive a culture of continuous improvement and ensure a resident centred approach to our work. We are very grateful for your commitment to ensuring residents' voices were heard at the highest levels of decision-making.

Your tenure as Residents' Commissioner draws to a close at a turning point for the project. As you are aware, HS2 Ltd is working with Government and our supply chain partners to fundamentally reset the HS2 programme. The reset will be the work of the coming months, and will take time to get right, ultimately it will provide certainty over our cost and schedule with a plan in place to safely deliver the railway for the lowest feasible cost.

As we undertake the reset, we are continuing to build the railway, focusing our efforts on boosting productivity. As we continue to make progress on site, we recognise of course the significant impact the project is continuing to have on residents. You have shown real commitment to visiting impacted parties and communities throughout your tenure and I am sure these visits have been very much appreciated. The wider leadership team and I are very grateful for all you have done to continue raising awareness of the impact of the scheme. We will continue to engage closely with communities along the route of the railway as our project progresses further.

We are grateful for your contributions to the Policy and Engagement Improvement Group. In particular, your input into, and support for, the work we have been doing with DfT to make progress in closing out outstanding compensation claims. Our ability to track month by month progress on closing out claims in greater detail is a significant step forward. We agree that there would be a real benefit in communicating this progress and will look at ways of doing so.

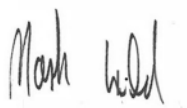
You were also able to see our detailed review of crop loss compensation through to its closure in your final weeks with the project. I am confident that the changes we are about to implement will make a material difference to impacted parties. Farmers who have experienced damage to crops as a result of our works must be able to claim compensation in a timely manner. This is often critical for the ongoing viability of businesses. I am pleased with the progress made during your tenure to overhaul the approach and minimise delays to farmers receiving their compensation.

I am pleased that you found the recent briefing of the revised Prolonged Disturbance Compensation Scheme (PDCS) helpful. Thank you for your input and feedback throughout the review process, details of the changes to the scheme will be published this spring.

Your role as a critical friend of HS2 Ltd and your ability to look at issues from an independent standpoint has I believe been of great benefit to impacted residents. We are grateful for the support you have given residents over some of the more challenging compensation negotiations and where other contentious issues have arisen such as rent increases. We are also grateful for your scrutiny of our approach to alternative dispute resolution. Please be assured that we stand ready to work with your successor on any outstanding or new cases where their help has been sought.

On behalf of everyone at HS2 Ltd may I thank you again for your contribution and wish you all the very best for the future.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Mark Wild', is positioned above the printed name.

**Mark Wild OBE FREng**

Chief Executive Officer

High Speed Two (HS2) Limited