

Meeting Minutes

HS2 Old Oak Common residents meeting with Mark Wild

Meeting date	Monday 16 March 2026
Meeting location	HS2 Station Site, Old Oak Common Depot
Meeting time	3.30pm – 5.15pm

Name	Organisation
Mark Wild	HS2
Peter Gow	HS2
Dave Locke	HS2
Kim Kapur	HS2
Maddelyn Sutton	HS2
Kim Royer-Harris	HS2
Rupa Huq (part of meeting)	MP for Ealing Central and Acton
Tom Rugman	Office of Dr Rupa Huq
Cllr Paul Driscoll (part of meeting)	Ealing Council
Cllr Blerina Hashani (part of meeting)	Ealing Council
Eric Pisani	London Borough of Ealing
Matt Carpen	OPDC
Roz Henville	OPDC
David Rowe	TfL
Iain Killingbeck	TfL
Solo Malemo	SCS
Steve O'Sullivan	BBVS
Natalie Swan	BBVS
Wendy Holloway	Midland Terrace
Ewa Cwirko-Godycka	Midland Terrace

Amanda Souter	Wells House Road
Ciara O'Reilly (part of meeting)	Wells House Road
Mark Walker	TITRA
Henry Peterson	St Quintin & Woodlands Neighbourhood Forum, Old Oak Alliance

1 Introductions

Peter Gow, HS2 Head of Delivery, introduced himself and the organisations who were in the room. This included TFL, OPDC, HS2, Ealing Council, Rupa Huq MP, BBVS and SCS.

Peter went through the housekeeping slide and noted the request by residents to keep the meeting as more of a discussion than a presentation.

Mark Wild, HS2 CEO, introduced himself noting how impacted residents in the Old Oak Common area are and have been impacted by the HS2 works.

Wendy Holloway introduced herself as the lead resident representative and thanked everyone for attending the meeting. Wendy thanked Ealing Council for being present to support the residents and to observe. In addition, she asked that the Wells House Road retaining wall is removed as an agenda item. It was noted an update from HS2 confirming the safety of the wall had been received about this ahead of the meeting.

Wendy requested and it was agreed that wellbeing would be included within the agenda and tree trimming discussed in 'any other business'.

2 HS2 project reset update

Mark Wild gave an update on the HS2 project reset.

Mark acknowledged there is a keen interest in when the works will finish. The programme fell out of sequence and behind schedule.

Activities have been looked at with realistic durations which includes the long-term closure of Old Oak Common Lane. All activities are in sequence now and the durations have been assessed. This is now currently with the government. An announcement about the new costs and schedule ranges is likely to take place in the next few weeks.

Mark noted that the Old Oak Common Station works cannot finish before 2033. As work at the station continues, the disruption and noise will minimise.

The station is being looked at as one entity. With this in mind, it may be difficult to open the conventional station early, including the early running of the Elizabeth Line. However, this is being reviewed, and different options are being looked at.

There were questions from the residents regarding the West London Orbital. David Rowe, TfL Director of Investment and Delivery, confirmed that this is being looked at with the West London boroughs, and is separate to HS2 works. However, there will be a station at Old Oak Common which could open mid 2030s subject to approvals.

3. Long-term closure of Old Oak Common

Dave Lock introduced himself as the new HS2 project client for the Old Oak Common area.

Update on the scope and duration of works

Dave explained that the works on Old Oak Common Lane will begin within the first quarter of 2028. Works are being triggered by bridge works, which are taking place in two stages.

HS2 is working with Network Rail to move the Great Western Rail (towards Paddington) into the station. The bridge decks will need to be moved, and then further utility works for the road to be lowered by two metres.

The closure of Old Oak Common Lane will not be any longer than four years, but the length of the closure is still to be confirmed.

Residents asked if the lowering of Old Oak Common Lane is only for double decker buses travelling towards East Acton, as there are enough buses going towards Willesden Junction.

David Rowe said when the station is finished, it will be one of the best interchanges in Europe. The best way to accommodate this is by having double decker buses. If we continue with single decker buses you need twice as many and twice the amount of space which can lead to more congestion. There will be no benefit to passengers, and additional issues with air quality in the area. Junctions will also become blocked.

Residents had asked for evidence around the need for the double decker buses, and modelling based on this.

Action 1: Send evidence for the need for double-decker buses to access the station. How many people are going to leave the Old Oak Common Station to get buses to East Acton? What modelling has been completed to show this?

Support and mitigations for residents and businesses

Kim Royer-Harris, HS2 Senior Engagement Lead, introduced herself.

Kim said it is recognised that the long-term closure of Old Oak Common Lane will be very disruptive for residents and the community support and other mitigations planned won't fully remove these impacts. The community support package that is being put together will include:

- Hotel respite and coworking facilities for Wells House Road residents;
- Transport help including a shuttle bus provision and contribution to public transport costs;
- Entertainment vouchers and vouchers for days out;
- Bike vouchers; and
- Gardening vouchers.

It was also noted that discussions are continuing with the emergency services on the works to ensure that they can maintain operational standards throughout the closure. Discussions will also continue with the local authorities and schools about transport and school mitigation projects.

Kim noted that engagement will take place with residents, businesses and other stakeholders on the community support package for feedback.

Residents stated that those based outside of Wells House Road feel discriminated against due to the different amounts of mitigations being offered.

Maddelyn Sutton, HS2 Head of Stakeholder Engagement and Skills, said specific needs for specific groups will be considered.

Residents asked if they could review a detailed plan of the mitigation options nine months before the long-term closure. Mark and Dave agreed this can be shared at least 18 months prior to the start of the closure of Old Oak Common Lane.

Action 2: Share full details of community support package for the closure of Old Oak Common Lane with residents for feedback 18 months prior to start of the closure.

Residents also noted that new developments in the area will need to be considered. HS2 confirmed this will be the case.

There was a discussion about the need to fix the flooding problems on Victoria Road before the long-term closure. HS2 noted that joint work is ongoing with the London Borough of Ealing to identify and put in place a solution for the flooding on Victoria Road.

4. Transport

The residents raised the issue of bus stops being suspended and lack of communication regarding changes to bus stop locations on Old Oak Common Lane.

David Rowe updated that TfL will reinstate a temporary southbound stop on the new southern realignment section from April (past the railway underpass opposite the entrance to 'Minster') and then from July a southbound stop, south of the HS2 site entrance will be put in place.

TfL and HS2 acknowledged that the closure of bus stops has and continues to be disruptive to residents.

Residents said there are a number of residents within Wells House Road who are struggling with the lack of public transport within the area. Reference was made to the meeting TfL held with the community on 3 March 2026, however, the residents feel there is still nothing in place to help them.

Residents asked if there are options available for vulnerable community members, and those with young families. TfL and HS2 confirmed they would be proactive in their response to this.

Action 3: HS2, TfL and BBVS to improve mitigations around travel provisions on Old Oak Common Lane for vulnerable Wells House Road residents.

Residents talked about the reliability of the bus network, specifically the 228 bus. TfL acknowledged this has been an issue, and part of the reason is due to emergency utility works on the route. TfL have been reviewing sections of the bus network to understand where the hot spots are.

The residents raised issues with Lime and Forest bikes being left in the middle of the pavements as there is no place to park them locally. It was noted that staff from Old Oak Common Station also use these bikes.

HS2, Ealing Council and HS2 agreed there was an issue with bikes being left on pavements and they need to work together to find a potential new parking location.

Eric Pisani, Ealing Council, acknowledged the issues and said that new docking stations are put in place every 6 months and they would look to see whether a new docking station could be put in place in the next round. In the meantime, they would as a priority address this using virtual bays/geo fencing, which could be implemented quickly.

Peter said that staff working on site will be reminded about leaving bikes in the area, and HS2 will liaise with Ealing Council about potential suitable locations for a new docking station.

Action 4: HS2, BBVS and Ealing Council to review and report back on virtual bays, geo fencing, and storage options for Lime and Forest bikes in the area.

5. Mitigation and compensation

The residents requested that a full survey of the impacts of HS2 works on residents is carried out. Once the reset has been announced, residents asked to review the baseline noise and air quality data.

Mark Wild acknowledged the data (noise and air quality) was collected a long time ago, so this may have to be reviewed.

Residents noted that many resident work patterns changed during and post-Covid and the issue wasn't just the level of noise, but the continual, repetitive noises. There are residents in the area who work night shifts or from home during the day, and many who are vulnerable, all of whom are being disrupted.

Residents asked that the noise insulation offer is extended and noted that the ventilation being offered to residents is not affective as air-conditioning units.

Action 5: Review baseline data for air quality and noise.

Maddelyn said the Prolonged Disruption Compensation Scheme and additional community support is something that HS2 is reviewing as part of the reset. However, this will also need to be reviewed by the Department for Transport.

Residents noted that they would like to know what other communities along the line of route have been offered in terms of mitigation, so they know what to ask for.

Residents requested an independent assessment of mental health impacts due to HS2 construction works with tangible outputs. Additionally, they requested that independent support should be

provided to residents, which includes funding for legal support, independent engineers and independent surveys.

Action 6: Share list of other mitigations and community support packages being offered to communities along the line of the HS2 route.

Action 7: Review and report back on mental health support for communities during construction works (e.g. independent survey).

Action 8: Review and report back on request for access to independent surveyors, independent engineers, legal advice and mental health support.

Residents noted the Old Oak community is diverse and there are residents who are neurodivergent, and they need to feel safe and supported. There has been feedback from residents who have said they feel the opposite.

Part of the reason for this is the behaviour of HS2 staff travelling to and exiting the sites. Pavements become busy and residents have felt intimidated.

Mark Wild acknowledged this and said people leaving the site are representing HS2 and should behave appropriately. There needs to be a channel for the residents to be able to talk to us about this and report issues.

Action 9: Put in place a staff behaviour and education programme when leaving the site. Linked to this, review an anonymised reporting process for residents to report inappropriate and/or intimidating behaviour from staff.

Action 10: Share 'official' duty of care statement to community.

6. Community engagement

The residents raised that community engagement including the format of the community representative meetings needs to be improved. They requested that information is sent in advance of meetings for review.

Action 11: Send list of measures to improve community engagement in the area including better coordination across organisations.

The residents highlighted that there are number of HS2 appointed organisations looking after different communities and it lacks coordination. They have found that the individuals who attend the meetings are not empowered to make decisions. A joint team, with one voice, would help and more senior representatives at meetings who can make decisions.

Kim Kapur, HS2 Area Director, confirmed that better coordination of engagement across the Old Oak Common area would be reviewed as part of the new area structure.

Action 12: Send list of measures for review on improvements to the quality of community engagement meetings.

Residents raised the ongoing request to record community meetings and publish them online. They feel that some residents are being excluded from meetings due to work patterns or other responsibilities, so recording the meetings will help.

Kim Royer-Harris said minutes are taken at meetings, and these are being uploaded to the HS2 website. The main issue with recording meetings is that everyone who attends needs to give their consent.

The residents asked if this can be reviewed when looking at the format of the community meetings.

Action 13: Revisit recording and publishing community meetings.

The residents noted that BBVS have said there have been a number of improvements to the small claims scheme. However, they would like proof of this as it isn't being experienced by the community.

Wendy asked for clarification on the BBVS statement they have *"made a number of improvements to the small claims scheme"* and what this practically meant. Natalie Swan, BBVS Stakeholder Lead, introduced herself. She noted that it was taking longer to process claims previously, but there has been an improvement with this. The team are now taking around six months to process property damage claims. An independent loss adjuster, Charles Taylor Associates, assess the damage. We are working with them to further reduce the time taken to process claims and a dedicated resource has been put in place to manage small claims. Natalie noted that we are committed to going back to residents faster, and we are sorry for how long it has taken.

Wendy added this remains concerning and examples of how residents have logged the same issue with HS2 have been treated differently and offered different compensation needs investigation. Wendy confirmed that residents were now asking that if HS2 receive the same complaint for 3 separate properties that a root cause analysis is conducted. The residents also requested full anonymised data for small claims.

Action 14: Provide full anonymised data around small claims (including settlements and rejections).

Action 15: HS2 to respond to root cause analysis request by residents.

Wendy officially thanked the resident community leaders who have navigated the HS2 community meetings and communications over these past years for their time and effort, acknowledging the fatigue and exhaustion from the many discussions to date. She added that the impact to many of the community results in the community's need for admin support to help the residents and was unclear how this could be funded or supported.

7. AOB

Residents voiced concern about an advanced works notification (AWN) which had been sent out stating that four trees needed to be trimmed for the removal of the conveyer. However, the trees were cut in half.

A discussion was held around the wording in the AWN, which both Mark and Solo Malemo, SCS Senior Engagement Manager, acknowledged and apologised for. It was noted the communications about works and actual impacts would be improved.

Action 16: Investigate tree cutting on Victoria Road and provide full response.

The meeting came to an end with the residents saying they were grateful for the productive meeting. Mark Wild agreed and thanked the residents for their time and efforts.