

HS2 Approach to Small Claims

We have made several improvements to the small claims process following a review undertaken in April 2025.

Improvements

The improvements that have been identified and are being actioned are:

- Simplifying the small claims form and removing the need for quotes for repair work from the claimant;
- Working with the loss adjuster to reduce the period they take to assess claims including fortnightly updates with the loss adjuster to review the status of all open claims;
- Improved the internal process to speed up the time between HS2 approvals and payments being made by BBVS; and
- Starting to update claimants on a fortnightly basis on the status of their claim and progress made to ensure they are kept informed about their claim and have the chance to ask any questions.

Open small claims

We currently have 10 open claims of which:

- Six are under investigation by our loss adjuster;
- Three offers have been made to claimants but we are still waiting for a response; and
- One is in the process of being paid.

Some offers of a claim go unanswered by the claimant which adds significantly to the time that the claim is open so going forward we will be looking to provide an acceptance window. We will provide monthly updates on open claims to the London Borough of Ealing through our regular meetings.