



GUIDELINES FOR IMPLEMENTING ICP DECISIONS

in line with the Non-statutory Off- site Mitigation and Compensation Policy

1. Background

The Independent Compensation Panel (ICP) is responsible for awarding mitigation and compensation in line with the Non-statutory Off-site Mitigation and Compensation Policy (NSOMCP). The decision is binding on Tideway, although Tideway or the Claimant can appeal the decision with the Independent Complaints Commissioner (ICC), who reviews the ICPs decision to determine whether due process has been followed.

2. Purpose

These guidelines have been drafted by Tideway to ensure the ICP's decisions are awarded consistently and in line with the intentions of the ICP when setting out the decision.

The ICP have been made aware of these guidelines, which in turn enables them to understand the basis on which their decisions will be implemented.

Any future updates or amendments to these guidelines will be referred to the ICP to ensure a consistent understanding in implementation of mitigation or compensation awards.

3. ICP Decisions

The ICP may award mitigation or compensation to Claimants who evidence that their individual circumstances render them more sensitive to the effects of construction works (noted as 'Special Cases' in the NSOMCP) or evidence a financial loss as a result of Tideway construction works. Previous mitigation and compensation awards include:

- Respite Awards
 - Daily respite
 - Holiday respite
- Rehousing (Local alternative respite accommodation)
 - Short term
 - Medium term
 - Long Term

- Noise and dust mitigation
 - TAP style mitigation package (secondary glazing & mechanical ventilation)
 - Portable air filtration units
 - Fans
- Professional services
 - Professional Fees
 - Counselling/Therapy sessions
- Compensation
 - Compensation for demonstrable financial loss

Where Claimants have previously been offered noise and dust mitigation packages as part of the Development Consent Order (DCO) approval process (often referred to as a Trigger Action Plan, or TAP), the ICP have consistently held that these packages should be installed prior to considering any additional effects of Tideway's works on an individual.

3.1 Respite Awards

Respite is awarded to enable a resident who has been determined a Special Case by the ICP to spend some time out of the house and away from the impacts of the construction site either occasionally on a daily basis or for a period of time, depending on the individual needs of the Claimant.

Where respite is awarded, Tideway implement the award based on the principles below:

Daily Respite

The daily respite rate applied is up to £30 per day, per person approved by the ICP, reimbursed on production of receipts.

Costs will be reimbursed, on production of receipts by the Claimant, where it is clear to Tideway that the money was spent on out of home activities. Examples of such activities could include tickets to the cinema, dining out for lunch, a visit to a day spa or getting a haircut.

Tideway will not reimburse costs for tobacco or alcohol or for items usually purchased as part of household shopping (for example groceries or household cleaning items).

The respite amount of £30 per day per person cannot be accrued or cumulated. Where the Claimant incurs a cost less than £30, the actual cost incurred will be reimbursed in line with the receipted amount. Where a claimant spends over the allocated £30 per day, the Claimant will only receive the capped amount of £30 for that day.

Children under one year old are not eligible to receive daily respite payments.

Holiday Respite

The length of a respite holiday is determined by the ICP based on the circumstance of each individual case. Depending on the decision of the ICP, Claimants may be able to choose their own holiday respite destinations, either within the UK or abroad.

Where the ICP includes the cost of travel, accommodation or meals when awarding holiday respite Tideway will fund the following:

Travel

A maximum amount of £120 per ICP-approved person for a return journey. Reimbursement is on production of receipts.

Accommodation

Accommodation up to £100 per ICP-approved adult (aged 16 and over) per night will be reimbursed. Children aged under 16 would be expected to share with adults. Reimbursement is on production of receipts.

Meal allowance

Claimants choosing to stay in a hotel are given £30 per ICP-approved person per day towards meal costs. Claimants are not required to produce receipts for meal purchases. This is because hotels do not have cooking facilities, and so occupants would need to purchase each meal. Claimants who choose to stay in self-catering properties would not be allocated a meal allowance as they are expected to purchase and cook food as they would ordinarily do if at home.

3.2 Rehousing

In some cases, the ICP may award temporary rehousing. Rehousing may be short term, medium term, or long term.

Where rehousing is awarded, accommodation is sought within the local area, close to the resident's own home, although far enough away from the Tideway site so as not to be disturbed by the site works. The Claimant is able to choose their preferred local accommodation.

Short term accommodation

Tideway offers hotel stays for Claimants who are awarded respite accommodation of up to two weeks.

Travel

Tideway will reimburse costs for a standard taxi fare to the hotel at the beginning of the stay and back to the residence at the end of the stay. Reimbursement is on production of receipts.

Accommodation

Accommodation up to £100 per ICP-approved adult (aged 16 and over) per night will be reimbursed. Children aged under 16 would be expected to share with adults. Tideway will pay for this directly with the supplier.

Meal allowance

Claimants staying in a hotel are given £30 per ICP-approved person per day towards meal costs to eat out. Claimants are not required to produce receipts for meal purchases.

Medium term accommodation

Tideway offers serviced apartments for Claimants who are awarded respite accommodation of between two weeks and six months.

Travel

Tideway will reimburse costs for a standard taxi fare to the apartment at the beginning of the stay and back to the residence at the end of the stay. Reimbursement is on production of receipts.

For longer stays, or circumstances such as home offices, Tideway will pay reasonable cost of removals to the provided accommodation and back to the residence at the end of the stay. To fairly assess reasonableness of fees, Tideway request three quotes from reputable removal companies. Tideway will select a removal company from the three quotes and pay the Claimant the quoted amount. The Claimant must provide receipt on completion of services.

Accommodation

Tideway will provide a list of suitable properties to the Claimant who has the final choice of property. The Claimant can also suggest suitable properties if able to do so. Tideway pay the medium-term accommodation supplier direct and the Claimant is required to sign a respite agreement direct with Tideway.

Meal allowance

No meal allowance is provided for apartments as individuals are expected to purchase and cook food as they would ordinarily do if at home.

Long term accommodation

Where rehousing is awarded for a period longer than 6 months, Tideway fund a property on an Assured Shorthold Tenancy (AST).

Travel

Tideway will pay reasonable cost of removals to the provided accommodation and back to the residence at the end of the stay. To fairly assess reasonableness of fees, Tideway request three quotes from reputable removal companies. Tideway will select a removal company from the three quotes and pay the Claimant the quoted amount. The Claimant must provide receipt on completion of services.

Accommodation

Tideway will provide a list of suitable properties within the local area. The Claimant is able to select one of the provided options or source a similar property for Tideway approval. The Claimant has the final decision on which property they move into.

The Claimant is required to sign the AST agreement with an additional clause stating that Tideway is responsible for paying the rent. The Claimant will also be required to sign a respite agreement direct with Tideway.

Meal allowance – No meal allowance is provided for long term rehousing as individuals are expected to purchase and cook food as they would ordinarily do if at home.

3.3 Noise and Dust Mitigation:

In some circumstances, noise and dust mitigation measures are awarded by the ICP.

TAP style mitigation package

For standard noise and dust mitigation, Tideway will implement what is offered to a number of Trigger Action Plan properties (details of TAPs can be found within the NSOMCP). This consists of secondary glazing to selected windows and doors; mechanical ventilation units and, in some cases, blinds.

This mitigation is installed by Tideway contractors upon instruction by Tideway, working with the Claimant and building owner as required.

An amount of £55 per ventilation unit per year will be paid to Claimants to cover the cost of any increase in electricity bills as a result of running the mechanical ventilation units.

Portable Air Filtration Units

Where the ICP has awarded portable air filtration unit/s to minimise dust, Tideway will reimburse costs up to £250 per filtration unit on production of receipts. Tideway will also cover the cost of two replacement filters, per unit per year, on production of receipts.

An amount of £55 per unit, per year will be paid to Claimants to cover the cost of any increase in electricity bills as a result of running the filtration units.

Fans

In some instances the ICP will award a Claimant fans to help recirculate the air within a room. Where this is awarded Tideway will reimburse costs up to £50 per fan on production of receipts.

An amount of £55 per fan, per year will be paid to Claimants to cover the cost of any increase in electricity bills as a result of running the fans.

3.4 Professional Services

Professional fees

Tideway pays reasonable professional fees, such as surveyor or legal fees, as awarded by the ICP. The test for reasonableness is based on the amount of time spend on a claim, accounting for the complexity and size of the award, as well as the hourly rate applied by the professional, considering the industry norms.

Counselling/Therapy Sessions:

Where the ICP has awarded counselling or therapy session, the Claimant is able to select their own professional for ICP approval. The panel will require the counsellor to submit a report following initial consultation. Tideway will reimburse costs of up to £300 for this initial consultation and report. Further sessions will be reimbursed upon receipt up to £150 per session.

3.5 Compensation

Compensation awarded for demonstrable financial loss will be paid by Tideway in line with the ICP decision.

4 General

All cases where compensation is to be paid or costs reimbursed to Claimants, the Claimant will first need to be set up on Tideway's finance system. Where applicable, Tideway will ask the Claimant to complete a 'New Supplier' form to enable payment.