



MEETING MINUTES

Subject:	Carnwath Road Community Liaison Working Group
Date and time:	Monday 25 June 2018, 19:00 to 21:00
Location:	St Matthews Church, Wandsworth Bridge Road, SW6 2TZ
Minute Taker:	John Mealey, Administrative Support, Tideway
Interim Chair:	Tim Prager

Item	Topic
1	Welcome and apologies for absence
2	Minutes of meeting 19 February 2018 - action points & approval
3	Site works update / report from Community Liaison Officer
4	Base Plug Pour
5	ICP
6	Sub-groups' reports / questions from the floor: Carnwath Road Residents' Group Noise Health Traffic & Project Management Legacy Greenway
7	AOB
8	Date of next meeting

1. Apologies for Absence

Two apologies were received.

Attendees:

- Patrick Kelly (PK), Community Relations Manager, Tideway (BMB)
- David Brown (DB), Section Manager, Tideway (BMB)
- Dan Ibrahim-Webster (DI-W), Senior Environmental Advisor, Tideway (BMB)
- Louise Davis (LD), Community Compensation Officer, Tideway
- Jodi-Ann Pastorino (JAP), Compensation and Mitigation Executive, Tideway
- Megan Hembrow (MH), Senior Property Manager, Tideway
- Jonathan Harris (JH), Stakeholder & Consents Manager (West), Tideway
- Andeep Gehlot (AG), Communications Lead (West), Tideway
- John Mealey (JM), Administrative Support, Tideway

21 other attendees including residents and representatives from London Borough of Hammersmith and Fulham, Royal Borough of Kensington and Chelsea, Newman Francis, Riverside West Residents Association, Carnwath Road Coalition, St Matthews Church, Hugon Road and Carnwath Road.

- 1.1 Tim Prager (TP) welcomed attendees to the Community Liaison Working Group (CLWG) and thanked all for attending.
- 1.2 TP said Councillor Ben Coleman (BC) and Councillor Matt Uberoi (MU) were running late.
- 1.3 TP congratulated ex-CLWG Chair, Ann Rosenberg (AR), who has been elected for the Sands End ward.

2 Minutes of meeting 19 February 2018 - action points & approval

- 2.1 TP asked attendees whether there were any comments or objections to the minutes from the previous CLWG on 19 February 2018. No comments made.
- 2.2 TP went through the actions from the previous meeting to ensure they were completed.

Action 1: Patrick Kelly (PK) advised there was not a link to the presentation, when circulating the minutes, as the minutes had not yet been approved as per the new process. PK said there is a link to the presentation on the Tideway website.

Action 2: After the last meeting, PK went straight to site to investigate whether blinds could be installed in the offices at the bottom side of Block 5. It was reviewed and because the site team put a second screen of film up, it improved the issue. PK confirmed there are no plans for additional blinds. A resident confirmed there have been no additional complaints from Block 5 residents regarding the blinds.

Action 3: PK confirmed he liaised with a resident at the conclusion of the last CLWG and her comments regarding complaints reporting were acknowledged and are included in tonight's presentation.

Action 4: Jonathan Harris (JH) confirmed he investigated whether monthly complaint reports can be circulated to residents. JH said Tideway provided these reports to the councils and it would be up to the council whether it shares the reports with the public. Philip Smith (PS) confirmed London Borough of Hammersmith and Fulham (LBHF) has no objection. JH thanked PS for his comments and advised he will send links to the reports, going forward.

TP asked whether anyone would like access to historical monthly complaint reports. A resident requested from February 2018 onwards. Another resident said it would be appreciated if historical reports could be provided. JH confirmed he would send monthly complaint reports from February to the whole group and would then send all available historical reports to a resident separately.

Action 1: JH to send monthly complaint reports from February onwards to the whole group. JH to also send a resident all historical reports available.

TP suggested to Andeep Gehlot (AG) that the monthly complaint reports could be distributed when sending the meeting minutes.

Action 5: PK advised he investigated how the reporting of complaints could be improved and said one of the main issues was how the Helpdesk responded to issues. PK confirmed layers of contacts have been removed and the Helpdesk now calls a site contact directly. PK said this has improved the process and from what he has seen, the Helpdesk is responding to residents much quicker.

Action 6: JH confirmed the camera on the east side of the building had been repositioned, to ensure it did not look over the residential car park. TP said this was great news and thanked Tideway.

Action 7: A resident said discussions regarding the low-level Perspex hoarding and boundary fence issues are ongoing but have not taken place recently. The resident said as far as she knew, Tideway is not erecting hoarding on the east side of the site.

A resident was unhappy with this and said Perspex hoarding was proposed to mitigate noise along 1, 3 and 5 Carnwath Road but after the barges stopped, this proposal changed. The resident said only when he chased it, was he told that the proposed Perspex hoarding had been dropped. A resident said residents would like to know who authorised the decision for the hoarding to be dropped. TP asked PK to pick this up as an action with the a resident.

Action 2: PK to find out who authorised the decision for the Perspex hoarding to be dropped along 1, 3 and 5 Carnwath Road. PK to then report back to a resident.

Action 8: PK confirmed he liaised with a resident regarding barges not being covered. The resident also said PK's response was not satisfactory and the barges are still not covered. PK said barges are not covered because it is wet clay that is removed from the ground. The resident said whatever is in the barges is drying out and blowing across the borough, as well as polluting the river. The resident stated he was told barges would be covered. PK stressed he had never said that.

A resident said he assumed that once tunneling starts, spoil will be removed rapidly so the clay will be wet. However, at the moment spoil is not removed rapidly. The resident confirmed he would investigate this further. PK said at the moment, all of the clay is clean and stressed Tideway only move clean material by river.

2.3 TP confirmed he was happy to approve the minutes from the CLWG dated 19 February 2018.

3 Site works update / report from Community Relations Manager

3.1 PK provided a site works update presentation and started by explaining what has taken place on site over the past few months. PK asked attendees if they would be willing to save their questions until the end of the presentation update.

Action 3: JM to send a link to the presentation with the minutes.

- 3.2** PK said dredging works are now complete and shaft excavation is continuing to make good progress. The shaft excavation is currently at 30 metres.
- 3.3** PK advised the hoarding on site has been erected and the team are looking to hold an event with school children in the future.
- 3.4** PK informed attendees that the final magnetic anomaly on site was investigated and it was confirmed that nothing was found. PK said excavation was carried out beyond the depth of the anomaly and nothing was there. A resident said something must be there to cause the anomaly to flag up. PK stressed nothing was found whatsoever.
- 3.5** PK said River Wall 922 strengthening was complete. PK also said auger piling works for River Wall 924 and 925 started approximately two weeks ago, in preparation for the spoil conveyor. PK advised auger piling is a preferred method and has been minimally intrusive.
- 3.6** PK advised of the works that will be taking place over the next few months. PK said the shaft excavation should be complete by mid-September.
- 3.7** PK said pressure relief wells works are ongoing, to ensure everything has been checked. This work is minimally intrusive.
- 3.8** PK explained the piling at River Wall 924 and 925 should be complete this week and ideally tomorrow. PK said the piling rig is expected to be removed at approximately 7pm on Wednesday 27 June. PK stressed the timing of the removal has been decided by the Met Police.
- 3.9** PK also advised of a planned out-of-hours crane delivery at 11pm on Monday 9 July. This is the crane that will sit on site to allow Tideway to bring in the harbour crane from a barge to the site. PK said if this changes he will inform residents, as well as distribute an information sheet.
- 3.10** PK said the construction of the spoil conveyor will take between three to four months and will start in September. PK also said front and back shunts work will take place between October and November.
- 3.11** PK advised of an upcoming Base Plug Pour, which is essentially a continuous concrete pour. The date of the pour is yet to be confirmed.
- 3.12** PK provided a number of key points regarding the Base Plug Pour. These were:
- Volume of concrete is 3000m³
 - Shaft diameter is 26 metres, with the depth of the pour being a maximum of 5.25 metres
 - 160 tonnes of steel reinforcement
 - Expected rate of the pour is 75m³/hr
 - The continuous duration of the pour will be a minimum of 40 hours and a maximum of 96 hours
- 3.13** PK said a steel reinforcement cage will be set up and this will help hold the concrete.
- 3.14** PK confirmed Tideway is using Hanson's for the concrete, to ensure it has a quick route from Wandsworth Bridge Road to the site.

- 3.15** PK said 429 lorries will be used for the Base Plug Pour and all equipment being used will have a back-up, to ensure the team can continuously carry out the pour. PK said two lorry mounted concrete pumps will be on site, with an additional pump being available as a back-up. PK also said the primary batching plant will be five minutes from site, with a secondary plant being 16 minutes from site.
- 3.16** PK advised of the mitigation measures in place for the Base Plug Pour. The measures include:
- All vehicles entering the shed will be stationed within a screened holding area
 - No vehicles will queue on Carnwath Road
 - Radio link with the concrete supplier to ensure the number of vehicles on site is controlled
 - All reversing of lorries to take place within the shed and all lorries will be fitted with 'white noise' audible reversing alarms
 - Between 10pm-8am, the acoustic shed door will only be opened as far as necessary to clear the concrete wagons
 - The Community Relations and Environmental teams will be on duty throughout
- 3.17** PK said he will be on shift overnight during the pour (10pm-7am). PK advised although it would be best to contact the Helpdesk directly if being disturbed, he is also available so feel free to contact him.
- 3.18** PK confirmed traffic marshals will be positioned in the relevant areas for the Base Plug Pour, to ensure the traffic route is a smooth and consistent process.
- 3.19** PK moved onto tunnelling and provided a site set-up update. PK said essentially the team will be removing the spoil into barges and if anyone has any queries then please contact him.
- 3.20** PK provided a complaints/queries update specific to the Carnwath Road Riverside site. Since the last CLWG, 54 complaints have been received. Of these, 48 were regarding noise and vibration, three regarding lighting and three were miscellaneous.
- 3.21** PK said a large number of the noise and vibration complaints were as a result of the dredging and the 'humming' noise coming from the acoustic shed. In regard to the dredging, the team changed its work process, so the second phase of dredging was carried out during the day.
- 3.22** PK provided an additional mitigation measures update, following the complaints received. This includes:
- Greasing of the barge spud-legs to minimise the metal-on-metal noise during dredging
 - Reversing alarms on cranes and excavators muffled to drastically reduce the noise output
 - Additional attended monitoring to establish potential sources of noise and impact at various locations around site
 - Covers applied to the open areas on the south façade of the acoustic shed
 - Additional lubricant applied to the bearings within the extractor fans
 - Flashing light to the north of the shed was screened
 - Creating of the 'lobby' area to the north shed with self-closing hinges to isolate noise
 - Further briefings to teams regarding the integrity of the acoustic shed and ensuring that it can operate to its potential
 - 'Elbows' applied to the extractor vents on the south façade to help direct any residual noise away from residents

- Construction of an acoustic enclosure around the compressor
 - Briefing of 'black hats' by the Community Relations Manager and members of the Senior Management Team on the importance of community consideration
 - Removal of metal gates throughout the site
- 3.23** PK stressed whenever there is a problem, Tideway works together with residents, groups etc. to solve the issue. PK said so far, there is nothing that has not been solved.
- 3.24** PK provided a barge movements update and explained there are two environmentally sensitive tugs being used – Christian and Felix. These are second hand and were used on the Great Barrier Reef. PK also confirmed they are the most environmentally friendly tugs on the river.
- 3.25** PK advised there have been 47 barges to Carnwath Road Riverside since January 2018. 40,191 tonnes of spoil has been removed from the shaft excavation. PK explained each 1,000-tonne barge equates to 50 lorries. PK said approximately 2,350 lorries have been kept off the London road network as a result of Tideway's commitment to move more by river.
- 3.26** PK provided a local community investment update – *information included within the presentation.*
- 3.27** PK said giving back to the community is something that really helps with team moral. PK said it was important to highlight how Tideway is helping different groups within the community, as it means a great deal to the team. PK also said if anyone is aware of any groups that would benefit from Tideway's assistance then please get in touch.
- 3.28** PK provided a Legacy update and said how important the subject is to the project. So far, BMB Tideway West has:
- Volunteered 2000+ hours last year for local causes
 - STEM volunteering – 800+ hours at schools including Hurlingham Academy and St John Lillie Primary School
 - 16 apprentices, with six more joining shortly
 - Almost one in 50 employees is an ex-offender
 - Almost 20% of employees live on local boroughs
- 3.29** PK said he received a query recently regarding a Tideway worker parking in the local area. PK investigated and the reason for this is because the staff member is a local resident and parks his vehicle outside his home.
- 3.30** PK advised of a presentation slide which explains how to make a claim to the ICP. PK did not go into detail as the ICP would be discussed later during the meeting. PK said the presentation will be on the Carnwath Road Riverside webpage from tomorrow morning.
- 3.31** TP thanked PK for the update presentation and welcomed questions from attendees.
- 3.32** A resident asked what the term 'white noise' actually means. PK said the best description of 'white noise' is the bristly noise of a garden brush. PK also said every BMB lorry has white noise reversing alarms but some visiting lorries may not have.
- 3.33** A resident said he finds it very frustrating how project deadlines continue to slip. The resident said he has files which state tunnelling was meant to start in April 2018. The resident wanted all in attendance to realise that if tunnelling starts later then it will extend

the length of the project. The resident requested Tideway is more upfront and visible. PK stressed Tideway is being open and transparent and advised the figures used in tonight's presentation come from a meeting held on Friday.

- 3.34** A resident said the Base Plug Pour is a good example of the project running behind. The resident said residents were first told it would take place at Easter, then the second week of July and now September. The resident said it is a considerable slippage. PK said Tideway certainly does not want to be delayed.
- 3.35** TP asked Tideway whether there was any explanation for the slippages. David Brown (DB) explained certain issues contribute to a slippage, which can then have a knock-on effect. DB advised the depressurisation over the past month has taken longer than it should. A resident said the secret to managing these problems is to take slippages into consideration. TP said it would be worthwhile for Tideway to be more explicit if it knows there will be a slippage, as this may give residents more satisfaction.
- 3.36** TP referred to the crane delivery taking place at 11pm on 9 July and asked how long it will last. PK answered approximately 20 minutes. PK said the crane will roll into site and will remain stationary until it is moved after 8am the next morning. TP said if residents are disturbed then please call the Helpdesk. PK stressed the delivery is not expected to cause any problems.
- 3.37** A resident asked what is meant by an environmentally sensitive tug. PK said it means they have the lowest emission levels and the best power output. PK repeated the tugs being used were the best available. JH said he would send residents a link which explains the benefits of using environmentally sensitive tugs.
Action 4: JH to send residents a link which explains the benefits of using environmentally sensitive tugs.
- 3.38** A resident said he can still hear and feel the environmentally sensitive tugs, so they cannot be too friendly. The resident said this is causing him concern. PK said all tugs will generate a noise as it is a movement on the river and any movement causes awareness. PK repeated the tugs being used are the best on the river. PK also said Tideway pushes tugs instead of pulling, which is a better method.
- 3.39** A resident asked what is meant by the term 'black hat'. PK said it refers to the site supervisors.
- 3.40** TP asked whether the community will receive a simulation of barge movements, to establish how loud they will be. JH broke down his response into two points. JH said point one is regarding the conveyor and once it has been installed during commissioning, Tideway will be in touch, so residents can expect it. Point two is regarding a live demonstration of a barge movement and JH said this is much trickier, simply because once the Tunnel Boring Machine starts, it cannot stop, and the excavated material will need to be removed from site continually. JH said Tideway can inform the community of when it will be but will not be able to stop the barge movement.
- 3.41** A resident said the tugs on the other side of the river have been very quiet and asked what the difference is between Hanson and Tideway tugs. PK said the difference is Tideway's tugs are even quieter.
- 3.42** A resident asked whether the tugs will be louder when carrying a full load. PK said that if the tug is at full throttle it makes no difference whether the tug is full or not. PK confirmed that the previous demonstration showed the tug at full throttle whilst moving a barge.

- 3.43** TP said he wanted to stop the discussion and questions on the environmentally sensitive tugs because this is a perfect example of why a simulation demonstration is required. TP said Andy Mitchell made a commitment to carry out a simulation, so asked JH to investigate and arrange.
- Action 5: JH to investigate and arrange a simulation demonstration of the environmentally sensitive tugs in operation.**
- 3.44** TP wished to discuss the Base Plug Pour in more detail and said in the past when noisy works have taken place inside the acoustic shed, the shed doors have not been fully closed, meaning it does not work to its full extent.
- 3.45** TP appreciated the doors will be open on occasions but also recognised that residents were previously disturbed when spraying took place inside the shed, as the doors were open. PK said the spraying techniques being used throughout the Base Plug Pour are completely different to what was used in the past. Dan Ibrahim-Webster (DI-W) explained the spraying technique being used for the pour will be similar to washing a patio down. DI-W also said the team has minimised the amount of washing out in the shed and all they will do is clean enough of the vehicle to ensure Carnwath Road does not get dirty.
- 3.46** TP requested Tideway comes up with a plan B, in case it makes noise during the spraying works. PK confirmed he would investigate this request.
- Action 6: PK to investigate a plan B, in case the spraying works during the Base Plug Pour causes disruption.**
- 3.47** A resident said his number one lesson learnt from the Tideway project so far has been unexpected noise. The resident said clanging doors is an example of this and stated that although it is impressive how Tideway has back-up plans, he stressed the need for back-ups specifically related to the Base Plug Pour. DI-W said the Environmental department has a meeting with the site team at least once a week. DI-W said the team will assess each individual component of the pour and will ensure there is a B, C and D plan. TP said this was great news and advised it would be useful to have hotel and taxi bookings available.
- 3.48** A resident asked whether Tideway has done this type of pour in the past. DI-W confirmed that the Contractors had been involved on similar size pours in the past and that such pours have taken place on a number of occasions.
- 3.49** A resident asked whether continuous noise monitoring will take place throughout the Base Plug Pour. PK confirmed yes and said the noise results will be provided to the CLWG. DI-W said the results will be provided, once the work is complete. A resident said he would like to see the Saturday noise results on the Sunday, not once the work has ended. PS said LBHF plans on monitoring the pour with as close to full coverage as is possible with the available officers, as well as plans for additional acoustic measurements which can be provided to residents. PS said residents should call the LBHF Noise Line, if disturbed.
- 3.50** A resident said noise monitoring is averaged over an hour and does not take into consideration any spikes. PS said Tideway's noise monitoring has to be reported in this way, but the council's Noise Team takes this into account before taking action.
- 3.51** A resident referred to the complaints section of the presentation and asked whether his previous barge complaints were included within the miscellaneous category. PK said the barge complaint would have been logged as a noise complaint as it was a noise related complaint.

- 3.52** A resident asked whether Tideway can log barge noise complaints as a stand-alone category, therefore separating noise and barge noise issues. PK said he would investigate whether this is possible.
Action 7: PK to investigate whether barge noise complaints can be logged in a stand-alone category, therefore separating noise and barge noise issues.
- 3.53** A resident referred to slide eight within the presentation, which refers to the Carnwath Road Riverside Group. The resident said this should actually be the Carnwath Road Residents Group (CRRG).
- 3.54** A resident stressed there are hundreds of residents that will be disturbed by traffic caused from the Base Plug Pour. PK said that all of the on-site arrangements are in place to minimise disturbance, but there will be increased traffic along Carnwath Road that is harder to protect against. However, these lorry movements are required as part of this essential work.
- 3.55** TP asked whether LBHF takes this into consideration. PS said legally LBHF does not have powers for traffic noise. A resident said the council has a duty of care when issuing the Section 61. PS stressed it is not his area, but Highways are having discussions about this.
- 3.56** TP asked the councillors present at the meeting to look at whether road movements have been considered for the Base Plug Pour. Peter Wilson (PW) said discussions are ongoing to minimise disruption regarding radio communications, queuing of lorries etc. TP said the community always knew the project would have traffic implications in the area.
- 3.57** A resident said a meeting was held on 5 June, the CRRG requested compensation for those affected, so they could go away during the pour. JH said anyone who is concerned should contact the Independent Compensation Panel (ICP). The resident said she can arrange for residents to submit an ICP claim but asked whether they would need to also provide supporting documents. Louise Davis (LD) said yes and confirmed supporting documents would need to be provided.
- 3.58** A resident asked when barge movements will take place. TP suggested PK and the resident have a meeting to have an overall discussion on barge movements.
Action 8: PK and the resident to have a meeting to discuss barge movement plans, schedules etc.
- 3.59** TP said it is good that 20% of workers are from local boroughs but asked whether Tideway can push to increase this percentage. PK said that efforts are being made to increase this. JH said the team will look to advise of the opportunities available at the next family fun day.
- 3.60** A resident apologised for being late and referred back to the Base Plug Pour. The resident asked what tideway will do if during the pour, it realises it will take longer than 96 hours to complete. PK said 96 hours is the worst-case scenario and this has considered any contingency plans. PK advised the best possible outcome is the pour being completed well in advance of 96 hours.

4 Base Plug Pour

Item discussed during agenda item 3. Please see above.

5 ICP

- 5.1 TP said the ICP is chaired by John Wade, who was invited to attend tonight's CLWG. TP confirmed Mr Wade could not attend but has provided a written statement. *Note: Copies of John Wade's statement were available at the CLWG.*
- 5.2 TP said John Wade's statement says noise would be mitigated by the Best Practicable Means (BPM) on a Tideway site. TP also said John Wade admits that BPM have not been observed by Tideway at all times.
- 5.3 Following Mr Wade's statement, TP announced that Fiona Penhallurick (Independent Complaints Commissioner – ICC) has agreed to review the process of each rejected ICP claim upon request from individual applicants. Residents simply need to email LD, JH or PK and they will then request that Fiona Penhallurick review the claim process.
- 5.4 TP said he believes if a claim was rejected because of BPM, this decision may be overturned as John Wade has admitted BPM have not been upheld. TP stressed FP can only review the process and not judgement.
- 5.5 TP advised of a second offer from Tideway, in which Lucy Webster and Sue Hitchcock have agreed to be at the Carnwath Road Information Centre on Tuesday 3 July, to speak to people about ICP claims, whether it's worked for them, what they have to do etc. The idea behind this is to help people understand the ICP claims process.
- 5.6 A resident said it has been emphasised that the ICC can only judge on process. The resident suggested the ICP Chair (John Wade) is referred to the ICC for refusing to attend the CLWG.
- 5.7 A resident asked Tideway if it can see why residents do not feel the ICP and ICC are fit for purpose, as they have both been appointed and are paid for by Tideway. LD appreciated PLS's point but said someone has to pay them. LD stressed the ICP and ICC work independently in the processes they follow but ultimately, if Tideway did not pay them then who would. LD also stated both the ICP and ICC were appointed by a tender commissioner.
- 5.8 TP said John Wade's refusal to attend the CLWG was due to terms of reference. TP also said Mr Wade did not feel he had to speak to residents, as he does not have to explain his independence. Megan Hembrow (MH) said Tideway has no authority, when it comes to telling the ICP or ICC what to do.
- 5.9 BC felt it was odd that John Wade was refusing to attend the CLWG, when he would be answering questions regarding processes. BC asked where residents can go if they are not happy with the ICC. JH advised he did not know. A resident suggested the DCO sets framework for the ICC and ICP. The resident also said that LBHF should be the one party who can review and question the ICP, if a process is deemed to not be showing transparency.
- 5.10 BC said he cannot say the ICP is not consulting in the correct manner, however, he could say there is no reason why the ICP should not attend the CLWG to discuss the processes it has employed. BC said he was happy to investigate whether LBHF, as a council, can write to the ICP and discuss the process it uses to reach its decisions.
Action 9: BC to investigate whether LBHF, as a council, can write to the ICP and discuss the process it uses to reach its decisions.

- 5.11** BC referred to the fourth page of the statement provided by John Wade, where it refers to a case dated 8 May 2018. BC said this suggests that the ICP only asked Tideway in May whether it was adhering to BPM. BC asked why did the ICP wait until May and also why Tideway did not provide the report. LD said the date of 8 May relates to a specific case that was being reviewed. LD also said the reason Tideway has not submitted the report is because the project requires details on how the report should be formatted. LD confirmed this would be discussed further tomorrow.
- 5.12** BC asked whether this is the first time the ICP has asked Tideway for proof that it is following best practice. LD answered yes.
- 5.13** MH said BPM and Section 61 consent all goes through the council for approval. MH also said the ICP's remit is not to look at this but has said in its statement that it has gone beyond its remit.
- 5.14** A resident said if a resident does not have an illness but has only had two hours sleep due to works then it will not receive compensation. The resident said if you have an illness then you would receive compensation. The resident said this is not fair and stated having sleepless nights are not good for your health, especially when having to work during the day.
- 5.15** JH stressed Tideway cannot talk about individual applications but said ultimately it is the ICP that decides the outcome of a claim. A resident appreciated this point but said the ICP has to look at how it approves applications.
- 5.16** JH repeated that Fiona Penhallurick will look at cases on an individual basis and will help those who were rejected. JH also said if people are concerned about the process, please contact him and he will liaise with Fiona and LD. A resident said the process is wrong and that is what needs to be looked at.
- 5.17** BC asked what the ICP means when it says it has gone beyond its remit. MH said that the ICP are responsible for assessing claims in line with the Policy, not for reviewing S61 and BPM. However, evidence presented in a specific claim suggested BPM may not have been followed, which led to a specific noise. The ICP has since asked Tideway to assure the ICP that BPM was being implemented on all sites. This is currently being addressed by Tideway.
- 5.18** TP said in John Wade's statement, it says the ICP denied a claim regarding lack of sleep. People on Philpot Square were denied when they clearly have an issue. TP said there is a problem with the way the ICP is judging cases. TP also said he thinks John Wade is a problem.
- 5.19** TP said Tideway has suggested residents go to the ICP to ensure they receive mitigation but in doing so, many residents contacted the ICP only to discover its rationale was inconsistent.
- 5.20** TP suggested residents either ask LBHF to contact the ICP and John Wade or residents ask LBHF not to approve any further Section 61 consents.
- 5.21** TP referred back to the ICP claiming it used Tideway's BPM as its best evidence when rejecting claims, however it has since acknowledged Tideway was not using BPM, so this evidence is flawed. LD said not every rejection has been based on BPM.

- 5.22** JH said Tideway will take away the CLWG's comments and also reminded all of the drop-in next week on 3 July. TP asked the councillors present whether they would attend the drop-in. The Sands End councillors present answered yes.
- 5.23** A resident said the community continues to be disrupted by the project. The resident said residents need assistance and so far it has received help from many councillors, council officers, PK and members of Tideway staff. The resident said because of this, the community warms to these people and trust is being built. However, residents feel like the ICP is not helping, which means the community does not trust the panel.
- 5.24** Cllr Ann Rosenberg (AR) felt the ICP processes should be "turned on their head", as people should not have to prove at 2am that they have been woken up. AR referred to the upcoming Base Plug Pour and said Tideway should award compensation and mitigation based on its predicted work. AR stated there is no such thing as a quiet worksite.
- 5.25** When counting ICP cases, a resident requested Tideway states the number of cases and the number of residents involved with a case. MH confirmed Tideway would do this going forward.
- 5.26** A resident said the only thing that will change the way the ICP works is if LBHF or Tideway believes no further Section 61s will be granted. This would then force Tideway to question the ICP. The resident said the reality is that residents are not happy with the ICP's transparency.
- 5.27** TP referred back to the compensation that was granted in the autumn of 2017 when piling works took place. TP said he has found no paperwork which states there was an expiry date on this offer. TP asked Tideway to issue compensation to those who advise they never claimed. JH confirmed he would look into this.
- Action 10: JH to investigate whether residents who did not claim for compensation in the autumn of 2017 are still entitled to the piling payments.**

6 Sub-groups' reports / questions from the floor:

- 6.1 Carnwath Road Residents' Group:** A resident advised she is the elected Chair of the CRRG Leadership Group. The resident said the CRRG is a non-political, non-funded group, whose interest is of the welfare of all Carnwath Road residents. The resident said anyone who lives on Carnwath Road is a member of the CRRG by default.
- 6.2** A resident thanked Tideway, LBHF officers and another resident for their hard work with noise issues and was happy to report that since the additional Section 61 conditions were added, along with Tideway's BPM and the CRRG's objections to further night works, only one noise issue has been observed since the dredging in February, which was 'clanking' – which was reported to PK and dealt with.
- 6.3** A resident said the CRRG has been working closely with Tideway since 29 November 2017 on the various issues affecting residents.
- 6.4** A resident announced Tideway has agreed to fund two coaches for a trip to the coast during the summer holidays. This is for all of the frontline residents with children who live on Carnwath Road. One will be held on 28 July and another will be held on 18 August.
- 6.5** A resident said Tideway is looking to assist with the funding of other activities over the summer break, as well as provide packed lunches for the events. Looking ahead, the

resident said Tideway are also in discussions about providing a Christmas lunch for the children on the front line.

- 6.6** A resident said she is hoping to confirm a meeting with a TBM engineer. This will be an opportunity for residents to ask any questions about their queries or concerns.
- 6.7** A resident provided a 'Things Done So Far' update and explained the request for windows to be cleaned every two weeks was unrealistic. The resident said the CRRG has since requested the windows are cleaned every six months but a decision has not yet been confirmed.
- 6.8** A resident said the majority of residents were happy with the car washing vouchers, although the only snag was that the facilities were hard to find. The resident commented that it took a while for block 5 residents to receive their vouchers.
- 6.9** A resident said there still seems to be confusion between Tideway and LBHF, when deciding who is responsible for rodent issues in the area. Rodents were spotted recently at block 5 and the LBHF Pest Control team was notified. The resident advised the rodent issue on the Howard Estate seems to now be under control.
- 6.10** A resident said the CRRG is concerned about potential noise impacts from the traffic that will be generated throughout the Base Plug Pour. A resident stressed mitigation and compensation must be put in place for this.
- 6.11** A resident referred to plans for a barge demonstration to take place and stressed this is extremely important for residents living on the river walk, east and west of the site. The demonstration would highlight any potential noise and pollution impacts and this would allow time for appropriate solutions to be put in place.
- 6.12** A resident said the CRRG would like to ask LBHF where the Section 106 money has gone (£4.8 million). The resident advised she has read the minutes from the Hammersmith Pumping Station CLWG dated 14 March, where the same question was asked, but no answer has been provided.
- 6.13** A resident also wished to ask LBHF why it feels it is acceptable to grant planning permission to the Hurlingham Club, as well as Polo in the Park. The resident said permission was also granted for them both to park on Carnwath Road, with both parties involved then blaming Tideway. The resident said when Tideway vehicles parked on Carnwath Road in the past, the issue was dealt with very quickly.
- 6.14** On behalf of the CRRG, a resident asked TP, as acting Chair, when the CLWG website will be updated. It was last updated in September 2016. The resident said as the CRRG is limited in its resources, the website would allow sub-groups to upload any reports.
- 6.15** JH thanked the residents for all of their proactive and reactive hard work with the CRRG.
- 6.16** A resident said she feels confused by an email she has received regarding the health survey. The resident advised it was agreed the CRRG would work with LBHF on a brief for the survey and Andy Mitchell agreed Tideway would fund it. The resident said the CRRG worked tirelessly to achieve the health survey, so was astonished when TP told her LBHF would now be picking this up. The resident stated the CRRG does not understand how members of the CLWG know better than those who live on the front line. The resident said TP told her there are members of the community who do not wish to be part of the CRRG but this is news to the group. The resident said the CRRG

is fully aware the CLWG is obligatory but stressed Tideway, LBHF and the CLWG should not take over the health survey.

- 6.17** TP advised a resident that there are residents who feel alienated by the CRRG, as well as members who feel they are not represented by the resident. TP said he is simply trying to protect the feelings and rights of other members who live on Carnwath Road. TP said this is not the forum to discuss the issues but advised some residents have complained about the resident's behaviour. The resident strongly objected to this statement and asked who had said this. TP said he cannot betray the trust of the residents who told him this.
- 6.18** BC said a health survey needs a baseline but this does not currently exist. LBHF is therefore aiming to survey doctors' surgeries in the area on the basis of questions to be discussed with the CRRG. The results will inform the next steps. BC asked a resident if this was her understanding. The resident confirmed yes.
- 6.19** A resident said LBHF will approach the GPs in the borough and will carry out the research. The CRRG will not carry out the research but will submit the questions to be asked.
- 6.20** TP said if everyone was happy with this approach, then please continue. TP stressed he does not want members of the community feeling excluded.
- 6.21** **Traffic & Project Management:** A resident advised he anticipated another resident attending and he has an informal agreement with her whereby she looks after the day-to-day noise and he focuses on barge movements, schedules and noise once tunnelling begins.
- 6.22** A resident provided a presentation to the CLWG and said the tunnelling phase of the project is 14 months long. The resident said he covered the project issues earlier in the meeting and stressed he feels the project slippage issue is the elephant in the room. The resident stressed slippages need to improve. PK said Tideway shares the information it has but asked that residents do not "shoot the messenger". PK said Tideway wants to be honest throughout the works.
- 6.23** A resident asked for confirmation when tunnelling will actually begin. PK answered early 2019, approximately February or March.
- 6.24** A resident said all spoil will be removed by barge and stressed the barge schedule is a 24/7 operation, so will take place throughout the night. The resident said there are many unanswered questions and stressed the need for a barge demonstration.
- 6.25** A resident estimated there will be three to four barges every 24 hours but advised this number will vary.
- 6.26** A resident said he has been thinking about the different operational noises that could be experienced during tunnelling. The resident said when tunnelling gets closer, he would like to receive a comprehensive full noise profile drafted by Tideway and approved by the borough.
- 6.27** A resident said it was appalling that works on the junction have not yet started. BC said TfL is frustrating progress, but the council is trying to address that. In answer to a question about accountability, BC said TfL is accountable to the Mayor of London.

- 6.28 Legacy:** AR provided a Legacy update and said the Community Centre site is being cleared and is now out to tender. AR said the tender process might be extended and hopes work will start in September with the completion is scheduled for summer 2019.
- 6.29** AR also said she hopes people will have the opportunity to apply for a trustee position and the next update on this will be available on the LBHF website in early July. AR said there will be ongoing consultations to decide what people would like to see at the Community Centre and is hopeful to have an area at the Fayre on the Green to discuss the topic with the community.
- 6.30 Greenway:** A resident provided a Greenway update and started by thanking JH and PK for moving the camera on the east side of the building, to ensure it did not look over the residential car park. The resident confirmed the camera is now in an appropriate place.
- 6.31** The resident referred to the DCO and said it states the undertaker will consider circumstances of individual receptors. The resident said if this is true then he wished to state that he can no longer carry out shift work because he does not know when he will have a period of sustained sleep. The resident also said he used to work as a London tour driver but can no longer fulfil this role as he cannot guarantee he would drive responsibly, due to a lack of sleep. The resident said he has been told each case is different, however he feels the remedy is the same for all.
- 6.32** A resident said the CRRG knows about certain vulnerable residents and this would be brought to the attention of the ICP, who ensured these residents were visited.
- 6.33** A resident referred to the compensation awarded during piling works last autumn and said Tideway provided £30 a day, three days a week. The resident felt it was patronising that Tideway stated the money could only be sent on certain things such as cinema tickets or a gym membership but not tobacco or alcohol. A resident also said it was unfair that residents had to pay upfront and then provide the receipts to Tideway for reimbursement. TP said Andy Mitchell previously stated that residents would not have to pay upfront before being reimbursed and asked for this to be investigated.
Action 11: Tideway to investigate whether residents can receive payment upfront for doctor's notes and other respite expenses.
- 6.34** A resident said it caused residents anxiety when they had to pay upfront. The resident also said residents were effectively loaning Tideway money. The resident stated £30 a day was not enough and it should have been £110 per day.
- 6.35** A resident informed the CLWG that the CRRG has asked, on behalf of vulnerable residents, if Tideway is willing to pay for doctors' letters upfront. The resident confirmed Tideway has agreed to this, which is greatly appreciated. A resident asked whether this has been confirmed in writing. A resident answered yes.
- 7 AOB**
- 7.1** Nothing raised.
- 8 Date of next meeting**
- 8.1** TP said the date of next meeting is to be confirmed but expects it to take place in September.

Actions

Action 1: JH to send monthly complaint reports from February onwards to the whole group. JH to also send a resident all historical reports available. **Deadline: 9 July**

Action 2: PK to find out who authorised the decision for the Perspex hoarding to be dropped along 1, 3 and 5 Carnwath Road. PK to then report back to a resident. **Deadline: 23 July**

Action 3: JM to send a link to the presentation with the minutes. **Deadline: 23 July**

Action 4: JH to send residents a link which explains the benefits of using environmentally sensitive tugs. **Deadline: 9 July**

Action 5: JH to investigate and arrange a simulation demonstration of the environmentally sensitive tugs in operation. **Deadline: 23 July**

Action 6: PK to investigate a plan B, in case the spraying works during the Base Plug Pour causes disruption. **Deadline: 27 August**

Action 7: PK to investigate whether barge noise complaints can be logged in a stand-alone category, therefore separating noise and barge noise issues. **Deadline: 23 July**

Action 8: PK and a resident to have a meeting to discuss barge movement plans, schedules etc. **Deadline: 6 August**

Action 9: BC to investigate whether LBHF, as a council, can write to the ICP and discuss the process it uses to reach its decisions. **Deadline: 6 August**

Action 10: JH to investigate whether residents who did not claim for compensation in the autumn of 2017 are still entitled to the piling payments. **Deadline: 23 July**

Action 11: Tideway to investigate whether residents can receive payment upfront for doctor's notes and other respite expenses. **Deadline: 23 July**