



MEETING MINUTES

Subject:	Acton Storm Tanks Community Liaison Working Group
Date and time:	Monday 11 February 2019, 19:00 to 21:00
Location:	14th Acton Scout Group, Rugby Road, Chiswick, London W4 1AT
Chair:	Don Tanswell
Minute Taker:	Mark Walker, Administrative Support, Tideway

Item	Topic
1	Welcome and introductions
2	Minutes of Meeting (11 September 2018) <ul style="list-style-type: none"> Action Points and Approval
3	Acton Storm Tanks – Tideway Update
4	AOB

Attendees:

- Vic Chetty (VC) – Senior Community Relations Officer, BMB
- Lee Fisher (LF) – TPI Lead, Tideway
- Andeep Gehlot (AG) – Communications Lead (West), Tideway
- Jamie Gray (JG) – Stakeholder and Consents Manager, Tideway
- Mark Harrison (MH) – Section Manager, BMB
- Patricia Sanchez (PS) – Project Manager, Tideway
- Josh Roy (JR) – Sub Agent, BMB
- Louise Walsh (LW) – Community Compensation Officer, Tideway
- Will Randell (WR) – Field Services Manager, Thames Water
- 12 other attendees including residents and representatives from London Borough of Hammersmith and Fulham, London Borough of Ealing, Stamford Brook Residents' Association, Greenend Road, Factory Quarter and Canham Road

Apologies:

- One apology was received

1. Welcome and Introductions

Welcome and introduction from Don Tanswell (DT), followed by round-the-table introductions.

2. Minutes of previous meeting (11 September 2018) – Actions Points and Approval

Regarding action point 3, a resident believes the predicted peak noise level of 71dB at Factory Quarter is very loud. The contour for aircraft noise is 57dB, with noise above that level regarded as a nuisance. Also, a logarithmic scale is being used.

Mark Harrison (MH) advised this approach is in line with best practice. Tideway has made a strong commitment to reduce noise and will utilise techniques such as acoustic attenuation around generators. The team is always looking to find less impactful methods of working.

A resident asked if the team plans to use the five hours allocated for work on Saturdays. MH advised this will only be used intermittently. On odd occasions extended hours will be worked, however construction hours are 8am – 6pm, Monday to Friday.

Cllr Rowan Ree (RR) asked if Tideway must provide noise predictions as part of the planning process. Jamie Gray (JG) advised Tideway had to submit a noise management as part of the Development Consent Order (DCO). Predicted noise levels are also required in order to obtain Section 61 consents.

A resident commented that he raised the issue of noise levels at the second CLWG and asked if Tideway was using the tactic of doing 15 minutes of intensive noisy work followed by 45 minutes of quiet in order not to breach permitted levels. The resident advised he was told at the time that this was not the case, however the post-meeting note referred to by MH shows this is exactly what is being done. The resident believes Tideway's work is "ripping his place to pieces". The resident explained that he now must kick his own door in order to open it. The resident feels Tideway changes the rules and hopes people do not remember what was originally said.

DT thanked the resident for his comments and advised these points will be picked up throughout tonight's meeting.

DT understands noise is very subjective and can depend on wind direction. DT asked project staff what information they have that is indicative of NH's observation. MH advised specific operations are noisier than others. The initial period of noisy works has now passed, with only intermittent periods of noisy works since. MH confirmed the resident is correct in that when noisy periods of work are carried out, the team then carries out quieter work in order to mitigate the impact on residents living near to the site. The team aims to give the residents at least two weeks' notice of any upcoming key activities. MH confirmed noise levels are expected to remain the same between now and the next meeting.

A resident asked if noise levels are continuously monitored. MH confirmed real-time noise monitors are in use on site.

A resident claims that he has never been contacted about noisy works, apart from information provided in this room or emails from VC advising about crane movements. The resident feels he knows more about what is happening at Tideway's Chambers Wharf site, as he receives emails relating to this site on a Friday and a Monday. The resident would like to know why this group is not informed on such a regular basis.

MH advised that information sheets are carried out to advise of forthcoming works. The resident commented that people attend these meetings and supply their email addresses so that they can be kept updated electronically.

The resident claimed that he did not receive any notification about the last crane to leave the site. He only became aware when his house started moving as a result.

VC confirmed that all notifications sent by post are also sent by email. The resident commented that he has only received a few letters.

The resident referred to another incident when he did not receive any notification in advance of work taking place. Over 50 trucks came to site on a Friday when asphaltting was carried out. The resident spent the day with a clicker counting vehicles arriving at site and counted 50 arriving. The resident would like to know why residents were not informed in advance of these works.

MH believes this activity took place on a Saturday but will need to check how many lorries attended site. The resident advised the activity he is referring to took place on a Friday. Josh Roy (JR) confirmed the most recent asphaltting at site took place on a Saturday.

DT requested that Tideway investigates whether there was a weekend when around 50 trucks visited site on a Friday or Saturday. He would also like to know if prior notification was provided to residents. **Action 1: MH**

The resident advised that the quantity of vehicles he referred to also included vehicles required to carry out the work.

MH advised initial surfacing works took place over two days – a Thursday and a Friday. The volume of trucks referred to by the resident is accurate but over two days rather than one. This work was not necessarily subject to a letter drop as it would have been part of a normal working day and not a loud activity, i.e. it would not have exceeded 75dB.

DT confirmed he would like to see the facts checked and an answer provided by email, rather than waiting for the next meeting (see Action 1 above).

Tiago Jorge (TJ) asked if the criteria for deciding whether to issue notifications is expected noise levels. VC advised notifications are issued when key activities that will impact residents are due to take place. MH advised this activity took place within the site boundary.

RR explained residents of Factory Quarter do not believe they are receiving information about the project. RR asked for suggestions of other ways Tideway could communicate with them. VC advised he is happy to attend residents' group meetings and talk about the project. RR is looking for suggestions relating to more regular communication. VC confirmed that information sheets are the main source of information about the project. These are emailed to the concierge at Factory Quarter on the understanding he will print and distribute them. Information sheets are circulated to all properties within 100m radius of the site. This distribution area has been extended to Emlyn Gardens, to ensure all of Factory Quarter is included. However, VC understands that the agency used to distribute the information sheets sometimes has problems gaining access to all buildings within Factory Quarter, so he will take need to speak to the agency again about this issue and obtain an audit trail in terms of where the sheets are being delivered.

Action 2: VC

In response to a request from DT, RR confirmed he would be happy to speak to the concierge at Factory Quarter about the distribution of information sheets. **Action 3: RR**

VC advised information sheets will soon be displayed on the site information boards.

A resident advised communication with Factory Quarter residents is intermittent. MH confirmed Tideway has only been present on the site for a year. AG confirmed all information sheets are also uploaded to the Tideway website. VC advised six information sheets have been issued since the previous CLWG. The resident confirmed she has only received two information sheets during this period.

DT advised that he has not received any information sheets through his letterbox but has received a couple of emails. He is concerned the current system is not working and a potential audience of 1,500 people is being missed.

A resident commented that he contacted the Tideway Helpdesk regarding problems with the minutes of the previous meeting but received no response.

DT responded to advise that he has requested the minutes are not a verbatim account because this would lead to the production of a lengthy document that is too large to review properly. DT also understands the residents referred to by the resident have been contacted directly.

DT suggested that if the resident feels points are missing from future minutes, he should raise the issue with VC. The resident responded to advise he has done this but has received no response. DT then suggested that in future, the resident should submit details of any problems with the minutes through the letterbox of this building and also email details to VC. The resident asked if he can email DT instead. DT confirmed this to be acceptable and suggested the resident also emails VC.

DT confirmed the minutes of the previous meeting are accepted and adopted – subject to further discussion with the resident.

3. Acton Storm Tanks – Tideway Update

Progress update – presentation from Mark Harrison, BMB

A resident asked if the shaft is being built from the top down. MH confirmed this to be correct.

A resident asked what the TBM operating in this area will be called. AG confirmed it will be called 'Rachel', named after Rachel Parsons, a female engineer from West London. She was an engineer and advocate for women's employment rights. Rachel established the first women-only engineering company in Fulham.

MH confirmed commissioning is scheduled to take place at the end of 2021 / start of 2022.

A resident asked when tunnelling is due to commence. MH advised the TBM will be loaded into the shaft at Carnwath Road this week. There will be a slow start over the next four months, with the TBM due to arrive at Acton next summer (2020).

Post Meeting Note: *Rachel was lowered into the shaft since the last meeting.*

DT enquired whether the arrival of the TBM at Acton will be communicated to the local community. MH confirmed more information can be provided at the next CLWG. **Action 4: MH**

A resident enquired when the TBM will pass under the gardens of properties in Emlyn Road. MH confirmed the TBM is expected to pass under this area in March / April next year (2020). Residents will be contacted approximately three months prior to the TBM passing beneath their properties.

A resident enquired how deep the tunnel will be in this area. JR confirmed the top of the tunnel will be approximately 27/28 metres below the surface.

DT enquired whether more "silent" piling work will take place. MH confirmed there is no more "silent" piling scheduled to take place, although the same technique may be employed to remove some of the piles.

Will Randell (WR) asked how staff will get in and out of the shaft at Acton. MH confirmed the crane has a basket on it, in order to lower staff into the shaft.

WR asked how deep the piles are inserted. JR advised the piles are seven metres deep. Deeper than that, the soil becomes clay, which has good properties to support itself.

A resident asked if the shaft is to be reinforced. MH confirmed most of the shaft is covered with sprayed concrete which contains fibrous steel. However, some additional reinforcement will be necessary to create extra strength in certain areas. Steel will also be required for the base plug, which will require a concrete pour over an extended period.

Community engagement – presentation from Vic Chetty (VC), BMB

A resident asked if anyone has been sacked for speeding, following a complaint received regarding this issue. VC advised this complaint has been passed to the relevant sub-contractor, so he is unsure what action was taken. MH confirmed no further complaints of this type have been received.

DT asked whether Louise Walsh (LW) or a colleague has attended any previous meetings. LW confirmed she has attended in the past; members of the Independent Complaints Panel (ICP) do not tend to attend community meetings. However, Fiona Penhallurick, Chair of the Panel has attended in the past. Fiona tends to get involved when a claim has been rejected by the ICP.

DT requested LW or Fiona present to the CLWG in two meetings' time, to make residents aware of how the compensation process works. **Action 5: LW**

In relation to the final slide of VC's presentation regarding BMB's legacy efforts, TJ requested the final slide of VC's presentation, relating to BMB's legacy efforts, is made more specific to the Acton site for the next meeting. RR asked if a breakdown can also be provided for Hammersmith and Fulham. VC confirmed this can be provided for the next meeting. **Action 6: VC**

A resident asked if a site visit for residents would be possible. MH confirmed a site visit could be arranged during the summer. DT commented that this should be heavily dependent on pinning down communication to Factory Quarter residents, so they can also visit the site. MH will take an action to see what is achievable. MH suggested there will be more to see during the day. **Action 7: MH**

A resident asked if any RIDDORs (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) have occurred on the site. MH confirmed a RIDDOR occurred in February 2018, when an operative driving a dumper truck broke his arm. MH confirmed RIDDORs must be reported to the Health & Safety Executive.

A resident asked if any thefts from the site have occurred. MH advised some electrical cables were stolen from site. The hoarding has since been reinforced, with anti-theft screws used. A second theft occurred when someone entered the site through the Thames Water gates, after using a grinder to cut off the padlock. This led to the theft of some equipment from site. Since this incident, the gate has been made more robust and CCTV cameras and sensors have been installed.

A resident asked if residents will be able to feel the operation of the TBM when it arrives in the area. MH advised there were no reports of noise and vibration in relation to the Crossrail TBM and the same is expected of the Tideway TBM arriving at Acton. Tunnelling will be a 24/7 operation.

A resident asked if the TBM will tunnel through clay. MH confirmed this is correct. JR advised that only the top four / five metres of earth in this area are gravel; beneath this is London Clay in various forms.

Lee Fisher (LF), explained that the term Zone of Influence (Zol) relates to the effect of the construction and related excavation on the ground and buildings located around it. The Zone of Influence is the area of ground that is predicted to experience more than 1mm of settlement as a result of the projects construction. The project is building in gravels and strong clays, with piles used to stabilise the ground this limits the movement that occurs to protect nearby properties. There will still be some movement at the surface, as the ground tries to move into the hole that has been created by our works. Typically, there is around 40mm movement next to the shaft, falling to 1mm as you get further away. As a rule of thumb for a 30 metres deep shaft, settlement will be less than 1mm at a distance of around 30 metres from the shaft. Everything located within the Zone of Influence, including utilities, will be studied by the asset protection

team to ensure damage is avoided or, in specific cases, that additional mitigation is taken to avoid damage. Building settlement of up to 10mm is generally not a concern. Differential settlement where one side of a building settles more than the other can cause cracking and damage, both settlement and differential settlement are checked by our engineers. More information is available in the Settlement Information Paper on our website.

A resident mentioned that he queried at the last meeting whether his house should be included within the Zol if it shakes during work on site. LF explained that vibration due to noise requires a different type of assessment and usually results in very localised damage, if any.

In response to a query from DT, LF confirmed Zol is related to just settlement rather than vibration.

DT asked if any properties, including NH's, are located within the 30 metre Zol described by LF. LF confirmed the shaft is only five metres deep at present, so definitely not at the moment. As the shaft gets deeper, the contours for site work are almost completely contained within the boundaries of the Thames Water site, although some parts do extend out of the northern part of the site.

DT asked if Tideway's activities are pertinent to the Zol around the Factory Quarter area. LF confirmed there would be a Zol for the tunnel that would be around 60-70 metres wide. Any property owners within that area will be written to.

DT explained he has carried out some research and understands that the owner of any property considered to be at some sort of potential risk, even if the property is located outside of the Zol, would be entitled to a pre-condition survey.

VC confirmed Tideway has an asset protection team that looks after properties within the Zol. This team will write to every property within the Zol to offer a pre-condition survey and can also explore opportunities for properties outside the Zol.

VC advised that a pre-condition survey is completely different to compensation.

A resident confirmed he was offered a pre-condition survey for his property, but only once damage had started occurring. The resident did not proceed with the offer, as every wall and ceiling in his property already has cracks in it, even though he has lived in the property for 35/36 years without any prior problems. VC advised the resident he can continue this conversation outside of the meeting.

The resident understands Tideway monitors its site and was told Ealing Council has live access to this information, however Ealing Council has since advised it does not. Tideway placed a monitoring device in his garden for approximately a month, then removed it as the batteries were running low. Prisms have since been installed on three sides of his house, but he has received no information about the monitoring that has taken place.

DT commented that issues are being discussed that are personal to the resident. These may be subject to data protection issues and should not be discussed in this meeting.

VC confirmed he is more than happy to share monitoring data to the resident. The resident responded to advise this issue has been discussed for around a year. VC understands the resident has been in touch with someone at Ealing Council who has this data. VC is unsure why the council has not provided this data, but he can do so. **Action 8: VC**

DT invited any further questions about ground settlement and/or Zol.

A resident commented that he previously complained that his house shook as a result of Tideway works. However, no damage has been caused and his house has not fallen down. He queried if

his property should have been included in the Zol but an explanation has been provided as to why it is not and he has to accept this.

DT commented that the Zol does not seem to necessarily cover all possible impacts of the Tideway project on local people.

DT suggested a provisional date for the next meeting of the CLWG – Tuesday 21 May 2019.

AM thanked Tideway staff for giving up their evenings to talk to the local community.

ENDS

Actions from CLWG meeting on 11 February 2019:

Action Point	Action	Status	Response / Update
1.	MH to investigate whether there was a weekend when around 50 trucks visited site on a Friday or Saturday – and if prior notification was provided to residents. Response to be provided to the Chair by email in advance of the next CLWG meeting.		
2.	VC to liaise with the agency responsible for delivering information sheets to Factory Quarter regarding any problems experienced relating to access. VC to obtain an audit trail in terms of where the information sheets are being delivered.	Closed	Agency checked the distribution area and confirmed there have been no problems encountered delivering to FQ or Emlyn Gardens. DT has attended FQ residents Associations meeting and is satisfied residents are receiving info sheets.
3.	RR to liaise with the concierge at Factory Quarter about the distribution of information sheets.	Closed	Please see response in action 2.
4.	At the next CLWG, MH to provide more information about the planned arrival of the TBM at Acton.		
5.	LW (or Fiona Penhallurick) to present to the CLWG in two meetings' time, to make residents aware of how the compensation process works.		After discussions with the chair of CLWG, this will now take place in the autumn meeting.
6.	For the next meeting, VC to update the slide in his presentation relating to legacy efforts, to make it more specific to Acton and also Hammersmith and Fulham.		
7.	MH to explore opportunities for a site visit for the local community.		
8.	VC to share data relating to monitoring that has taken place at the home of a resident.	Closed	Ongoing communications taking place with resident

Date of next meeting – Tuesday 21 May 2019