



MEETING MINUTES

Subject:	Chambers Wharf Community Liaison Working Group
Date and time:	Monday 15 July, Drop in 7.00pm to 7.15pm, facilitated session 7.15pm-9pm
Location:	Wade Hall, Dickens Estate, Parker's Row, London, SE1 2DH
Minute taker:	Yvette Hewlett, external minute taker - Springboard Marketing
Chair:	Patricia Brown

Item	Topic
1	Welcome, introductions and apologies
2	Update from project team <ul style="list-style-type: none"> • Community Update <ul style="list-style-type: none"> - Feedback from the community. • Construction Update <ul style="list-style-type: none"> - Feedback from the community. • Continuous Concrete Pour <ul style="list-style-type: none"> - Feedback from the community. • Programme / Look Ahead <ul style="list-style-type: none"> - Feedback from the community. • Noise Monitoring <ul style="list-style-type: none"> - Feedback from the community.
3	Actions from previous meeting
4	Any other business and agree next meeting date

Chair:

- Patricia Brown (PB)

Project staff:

- Allen Summerskill (AS), Stakeholder & Consents Manager - Tideway
- Neil Grosset (NG), Deputy Project Director - CVB
- Brooke Knight (BK), Project Manager - Tideway
- Martin Griffiths (MG), Senior Community Relations Manager - CVB
- Paul Siberry (PS), Site Manager - CVB
- George Vernon-Hunt (GVH), Environmental Advisor - CVB
- Yvette Hewlett (YH), external minute taker - Springboard Marketing

Residents / Organisations:

- Eight residents and representatives from Southwark Council, Fountain Green Square, Luna House, Downings Roads Moorings, Jacobs House and Cherry Garden TRA

	Item	Action
1.0	Welcome, introductions and apologies	
1.1	Welcome from Patricia Brown (PB) followed by introductions.	
1.2	PB advised that the agenda for tonight has been re-ordered from the standard format, to allow for the community update to be provided first, as there was no time for this to be presented at the last meeting.	
1.3	Following the non-Tideway meeting that took place on 13 May (before the CLWG) between PB and residents / representatives, PB apologised for the delay in sending out the minutes which were sent out to the attendees this afternoon.	
1.4	PB pointed out the 'organisation chart' that was on the tables, which shows the staff who usually attend these meetings. It will be updated to include Neil Grosset, Deputy Project Director - CVB	
1.5	A resident said she had expected a hard copy of PB's minutes for the pre-meeting to be available tonight. PB apologised that they were not available but explained the minutes were separate from the Tideway CLWG and had only been sent the residents / representatives who had attended the meeting. As the minutes had not been circulated to Tideway staff, she hadn't planned for hard copies to be available on the night	
2.0	Update from project team - community update - presentation by Martin Griffiths (MG)	
2.1	Presentation to be issued with the minutes. Action: 1.	YH
	<ul style="list-style-type: none"> • MG explained the reasons for the hand-outs tonight was because the projector was unfortunately not working very well. This will be rectified for the next CLWG. Action: 2 • Tideway continues to issue weekly updates by email to those on the distribution list and the Visitor Centre is open every Wednesday 2pm-7pm (no appointment needed) • Tideway recently took part in the Pride Parade, which supports diversity and inclusion. Tideway's aim is to have 50 / 50 gender equality (currently c70% men / 30% women) • The Breaking Barriers programme is a 12-week programme that encourages local schoolchildren who quite possibly get left behind / overlooked because they are neither top nor bottom of the class. The programme develops soft skills and is combined with physical rowing. The age group for this programme is 14-16 and some children who attended have had work experience at Tideway 	AS
2.2	<ul style="list-style-type: none"> • All children now have to go through work experience and therefore schools are the best agents for this programme. In answer to a question about how children get involved, he explained that schools get in touch with Tideway throughout the year, with St Michael's being a school that is in regular contact 	
2.3	<ul style="list-style-type: none"> • A resident said that residents and schools north of the borough always seem to get left out of opportunities like this. MG will put together a list of schools that Tideway has been in touch with or that have openly engaged with Tideway and will report back at the next CLWG. Action: 3 	MG

- Allen Summerskill (AS) added there is an event coming up shortly at the Cottons Centre, aimed at parents. The details of this were included in the last few weekly email updates sent out each Friday and no responses had been received from Chambers Wharf residents as yet as far as he knew. **POST MEETING NOTE:** Tideway hosted an apprenticeship Q&A, in partnership with the Construction Youth Trust on Tuesday 16 July, 18.30-19.30, at the Cottons Centre Building, London Bridge. This was to encourage parents of school-leavers to find out about apprenticeships in construction and engineering
- A resident asked why no responses had been received and believes it is because the communication is in the wrong language. How can Tideway expect the local community to respond when many cannot understand English?
- PB asked if there has been an audit of the languages spoken in the local community. AS said no, they have not but Tideway does have a translation service available on request. PB commented that they may not know of this
- A resident said Tideway needs to communicate with the local community, as does Jackie Christie (JC) and the resident hopes JC can help
- A resident said none of the communications about the upcoming overnight concrete pour mentioned the option of being rehoused for the night; just about residents possibly being affected. The only communication that made it clear about being re-housed was one that JC drafted and proposed to hand out but the wording about re-housing was removed by her LB Southwark Line Manager. AS said he believed a communication did mention respite, following the resident's comments at the last meeting.
- JC said that regarding overall communication, she is trying to get some of the documentation she receives translated and she currently has eight noticeboards that she can use. There are people in the Council that can translate documents, but she is trying to speak to Tideway staff in order to get the documents translated.
- PB advised that since the last CLWG there have been two foreshore walks for local residents, carried out by Clayground Collective. These were very popular and there will hopefully be more in the Autumn.
- The Museum of London Archaeology (MOLA) will also be returning in September to give an update on their findings at Chambers Wharf. This will be a separate meeting to the CLWG – date TBC and venue likely to be Sands Studios, subject to availability.

2.4 **Update from project team - construction update - presentation by Paul Siberry (PS)**

- 2.5
- Shaft excavation (64m deep) is now complete
 - The 36-hour continuous concrete pour will take place from the morning of Friday 19 July until the evening of Saturday 20 July
 - The pour was previously planned to take place at the end of June. However, the team had to change shaft excavation equipment and there was a safety stand down (no working for a period).
 - The concrete slab has been redesigned and greatly reduced in size, meaning it can be poured much faster than base slabs on other Tideway sites.
 - The original slab design would have required over 400 lorry deliveries to site by road; the new design takes this down to approximately 200.
 - The partial closure of Jamaica Road due to the Cycle Superhighway Work will not affect the lorry journeys during the pour, as all Tideway's lorries will arrive from the east.
 - The contingency plan (ie if the primary route becomes blocked during the pour) is for lorries to come in via Old Kent Road, then down St James's Road. This

2.6	<p>secondary route has been approved by Southwark Council and would be used on a temporary basis until any blockage is cleared</p> <ul style="list-style-type: none"> • No lorries will be waiting on Chambers Street • Between 10pm and 8am, lorries will travel slowly down Bevington Street and Chambers Wharf • Attended monitoring (ie people with hand-held monitors). Staff will be noise monitoring at night during the concrete pour around Chambers Wharf and on the other side of the river <ul style="list-style-type: none"> • AS provided a summary of applications made to the Independent Compensation Panel (ICP) for temporary respite during the concrete pour: <ul style="list-style-type: none"> ○ Approximately 90 applications have been made to date (90 families, not 90 people, max family booked has been seven people) ○ Approximately 60 applications have been successful and awarded temporary respite for the Friday and Saturday night ○ Approximately 10 applications pending • The majority of applications that were refused were due to the fact that the property does not face the site or Bevington Street or the resident does not have a medical condition that the ICP medical specialist considered would mean they will be more vulnerable during the pour • Following feedback from residents, some residents wanted more flexibility and Tideway took this on board. Therefore, rather than Tideway using SilverDoor to book apartments, approved residents are free to book their own accommodation, with an allowance given in advance of £170 per hotel room, per night plus £30 per person per day for food (including children over one year of age), plus travel costs. If any vulnerable residents do not feel comfortable booking their own accommodation, then Tideway can do this on their behalf • If any approved residents wish to stay with friends or family, then Tideway would not pay the above allowance of £170 per night as this is for a hotel but Tideway would still pay the £30 per person per day food allowance and taxi costs • In summary, a family of four requiring two rooms for two nights would receive £680 for the hotel rooms and then £120 per day for food • A resident asked that if this kind of activity happens again, please can Tideway ensure all residents in the Bevington Street area are informed well in advance, as she only just heard about it and handed her application form in today • AS highlighted that the need of the continuous concrete pour and the ICP mitigation had been highlighted since December last year. He said 12 applications were received today and there is still time for residents to apply; either by contacting the Helpdesk, emailing the Helpdesk or visiting the Visitor Centre on Wednesday 2pm-9pm. AS added that those residents who applied early had the benefit of being added to Tideway's payment system and receiving the money and booking their own accommodation. If anybody applies at this stage, Tideway will have to book the accommodation on the resident's behalf • AS advised the majority of residents who were approved have been paid the allowance in advance. However, if a resident fails to produce a receipt for the accommodation and then makes a subsequent application for further mitigation to the ICP, the ICP would probably not consider a second request until the receipt was provided. • A resident said she is still worried that a lot of residents on Chambers Street do not know anything about Friday's concrete pour 	
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<p>2.7</p> <p>2.8</p> <p>2.9</p>	<ul style="list-style-type: none"> • JC said she has attended three events; one at Fountain Green Square and two outside Peabody House and saw a total of 59 people and has been encouraging people to speak to their neighbours • A resident believes that one person in JC's post at the Council is not enough and she feels that residents are being treated badly, especially those of an ethnic minority. She feels Tideway is excluding people and residents are suffering • A resident assisted a neighbour who has a carer with her ICP application form, as nobody from Tideway or the Council has ever knocked on their door • A resident added that residents have language and communication difficulties and cannot cope with receiving endless documents that they cannot read • PB said in summary Tideway needs to 1) asses if there are any mitigating factors that can be put into action over the next few days and 2) does Tideway need to look at communication in the long-term, plus the amount of resources available, so that if Tideway is in this situation again, the process is absolutely watertight • PB said it is evident from tonight's meeting that cultural sensitivities and health and safety is a big topic. PB has spoken to AS regarding clearer communication and the team needs to look at the way things are communicated. AS will review the way things are communicated to see what can be done between now and Friday. PB said she would like some time put aside for this tomorrow to see if anything can be done in the next 48 hours. Tideway needs to take lessons from this in a wider sense • A resident said communications need to be clearer i.e. "The pour will last two days; there will be 200 lorries; you might not be able to sleep, so you can be put in a hotel, etc" • A resident said it appears that the Council is being held responsible for the translation of simplified communication, but it should be Tideway that deals with this and Tideway should bear the responsibility of translating documents into as many different languages as it can afford. In addition, Tideway and JC should be able to get into Jacobs House and Hartley House to speak to residents. JC said she has been trying to speak to the Housing Officer and PB said she can help with that via Peabody. • A resident referred back to the demolition of the jetty a few years back, when the Standard Mitigation Process was in place, whereby every resident within a certain zone around the site was automatically given £30 per day to escape the disruption. The resident asked if there will be any similar disruption during the remainder of the project, which will affect the frontline residents. Neil Grosset (NG) said the sheet piling on the cofferdam will need to be removed mid-2022, however, the process to do so has not been reviewed yet but he is aware this will be a disturbance and once he is familiar with the details, he will bring them to a CLWG. Action: 4 • PB said a lot of important points have been made tonight, which has opened up major issues about translation and these discussions will hopefully improve the situation and ensure that any future events are planned well in advance <p>Barge movements</p> <ul style="list-style-type: none"> • Barge movements so far this year at Chambers Wharf: <ul style="list-style-type: none"> ○ 70 barges removed 90,462 tonnes of spoil ○ This has avoided 5,025 lorry movements to Chambers Wharf this year. ○ Since 2017, Tideway has avoided 13,234 lorry movements coming to Chambers Wharf 	<p>NG</p>
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2.10	<ul style="list-style-type: none"> • A resident said this slide is the only regular positive piece of information <p>Application for permanent designs</p> <ul style="list-style-type: none"> • Applications were submitted to London Borough of Southwark for the river wall, as well as ventilation columns, electrical, control kiosk and a stand-alone piece of artwork • CVB and London Borough of Southwark are now in discussion following residents' feedback • A resident asked how much feedback has been received so far. AS said there have only been three or four comments on Southwark's website, which were similar to comments received at the drop-in ie 1) colour of columns, 2) angle of roof and 3) colour of brickwork facing FG Square 	
2.11	<p>Noise and air quality</p> <ul style="list-style-type: none"> • There were no air quality or noise exceedances between April and June • PB said she had hoped for James Keegan (JK) to return tonight to show Part 2 of his noise presentation. However, the focus tonight was on the concrete pour so JK may return in September 	
3.0	<p>Actions from previous meeting</p> <p>Action 10 (PB and AS to take forward a resident's request to produce an information sheet to make parents (not teachers) aware of what is available at Tideway and try to encourage children to take that step) to remain as an open action.</p> <p>PB stated that she had held a positive meeting with the resident and AS about the issue and Tideway / CVB were creating a plan of action which is being developed to ensure we can reach parents around Chambers Wharf to promote careers in construction'.</p>	
4.0	<p>Any other business and agree next meeting date</p> <p>4.1 A resident said there is monitoring equipment on the moorings and an agreement with Thames Water regarding access to the equipment. This agreement needed to be transferred to Tideway in 2016, however, nothing happened, despite various reminders. AS will investigate. Action: 5.</p> <p>4.2 A resident said Professor Sarah Bell is doing a case study on Chambers Wharf regarding the impact of a major infrastructure project on local residents. The resident received a draft to comment on and wondered if anybody else received it. AS has received the draft but not had a chance to view it yet. The resident said in general she thought it was an accurate and comprehensive account of what had gone on.</p> <p>4.3 A resident said that where she and her neighbours park on Bevington Street, the ground is sinking and she wondered if this is a result of Tideway's shaft excavation. She said somebody from Tideway or London Borough of Southwark needs to investigate before further sinking occurs. AS said regular monitoring is carried out as part of Tideway's work; before work started the ground was investigated and predictions were made as to how the ground would react to the shaft excavation. The team regularly monitors the ground now to check that any movement is similar to what was predicted and the team does not believe that</p>	AS

	any movement is a result of Tideway's work. JC said London Borough of Southwark should also be monitoring this.	
4.4	A resident asked if there was any progress with regard to the annual payment of £55 per room for electricity costs to those residents who had mechanical ventilation installed by Tideway. AS advised this has been reviewed (as not reviewed since 2015) and he is currently awaiting sign-off for an inflationary increase.	
4.5	PB thanked everybody for their comments and thinks the team has been putting a lot of effort in to make the upcoming concrete pour the least disruptive possible.	
4.6	Next meeting: Monday 9 September, 7pm-9pm (drop-in session 7pm-7.30pm, facilitated session 7.30pm-9pm) at Wade Hall.	

Actions Register:

Meeting Date	Item	Action	Responsibility	Status
15/07/2019	2.1	Action 1: Presentation to be issued with the minutes.	YH	Closed
15/07/2019	2.1	Action 2: Projector to be fixed by the next CLWG.	AS	Closed
15/07/2019	2.2	Action 3: MG will put together a list of schools that Tideway has been in touch with or that have openly engaged with Tideway and will report back at the next CLWG.	MG	Open
15/07/2019	2.8	Action 4: NG to bring details along to a future CLWG regarding the removal of the sheet piling in mid-2022.	NG	Open
15/07/2019	4.1	Action 5: AS to investigate the agreement that NL has with Thames Water regarding access to monitoring equipment, that needs to be transferred to Tideway.	AS	Open

Outstanding Actions from Previous CLWGs

Meeting Date	Item	Action	Responsibility	Status
13/05/2019	2.6	Action 8: JK to produce a retrospective slide showing noise levels from the site, at the other side of the river.	JK	Open
13/05/2019	2.6	Action 9: JK to return to the next CLWG to show Part 2 of the noise presentation.	JK	Open
13/05/2019	4.2	Action 10: PB and AS to take forward AK's request for Tideway to produce an information sheet to make parents (not teachers) aware of what is available at Tideway and	PB / AS	Ongoing

		try to encourage local children to take that step.		
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