



MEETING MINUTES

Subject:	Acton Storm Tanks Community Liaison Working Group
Date and time:	Tuesday 15 May 2018, 19:00 to 21:00
Location:	14th Acton Scout Group, Rugby Road, Chiswick, London W4 1AT
Chair:	Don Tanswell
Minute Taker:	John Mealey, Administrative Support, Tideway

Item	Topic
1	Welcome and introductions
2	Minutes of Meeting 27 February 2018 – Action Points and Approval
3	Acton Storm Tanks – Tideway Update
4	AOB

Attendees:

- Jonathan Harris (JH) - Stakeholder and Consents Advisor (Tideway)
- Hugh Ferguson (HF) - Section Manager (BMB)
- Josh Roy (JR) - Sub Agent (BMB)
- Vic Chetty (VC) - Senior Community Relations Officer (BMB)
- John Ryan (JRy) - Senior Project Manager (Tideway)
- Jodi-Ann Pastorino (JAP) - Mitigation and Compensation Executive (Tideway)
- Fiona Penhallurick (FP) - Independent Complaints Commissioner
- George Allawi (GA) - Communications Officer (Tideway)
- John Mealey (JM) - Administration Support (Tideway)
- 10 other attendees including residents and representatives from Ealing Council, Hammersmith & Fulham Council, Southfield Park Triangle Residents' Association and Thames Water

1. Welcome and Introductions

Don Tanswell (DT) started the meeting and welcomed all attendees. DT reminded all guests to sign in on arrival, to ensure they receive the meeting minutes and site updates.

DT asked all attendees to introduce themselves.

2. Minutes of Meeting 27 February 2018 – Action Points and Approval

DT went through the minutes from the previous Community Liaison Working Group (CLWG) and summarised the action points.

1. *Presentation to be issued with the minutes.*

Action point complete.

2. *HF to discuss issue of site preparation sequencing with a resident.*

Hugh Ferguson (HF) said this action was covered during the last meeting when discussing the order of hoarding works that were planned. HF also said there would be more information on this point later in the meeting during the presentation.

3. *CS to find out who from the council receives the monthly reports and what action the council has taken to date to check Tideway is not exceeding its noise and air quality limits.*

Jonathan Harris (JH) confirmed this action point was complete and a note was included in the minutes. JH explained Steve Barton (Planning Policy Manager) and John Freeman (EHO Team Leader) receive the monthly noise and air quality reports. Tideway has asked London Borough of Ealing (LBE) to confirm if any site visits have taken place to monitor noise and air quality since the commencement of works in November 2017. LBE have confirmed in an email dated 6 March 2018 that based on the approved documentation and environmental controls in place, such as the Construction Environmental Management Plan (CEMP), Air Quality Management Plan (AQMP), Noise and Vibration Management Plan (NVMP) and Section 61 approvals, the existing noise and air quality monitors in place and the minimal level of complaints, officers have not been undertaking routine visits. However, if they have concerns about the adequacy of responses from the Tideway Helpdesk or if any issues arise then officers will be conducting site visits to investigate appropriately. LBE advises residents to contact LBE should they have any concerns through the team email: pollution-technical@ealing.gov.uk. In addition, LBE pointed out that the readings from the air quality monitoring station at the junction of Canham Road and Warple Way (the site is termed: 'Ealing – east Acton') are available online on the London Air Quality network website. However, the situation will remain under review and may change if there is an increase in complaints.

DT said residents wanted to know whether Tideway was proactively providing regular data to LBE, which it is. DT said he is not sure whether the community will see a great deal of action at this stage from LBE but the process is working and that is all that matters.

4. *VC to communicate with Canham Street businesses in March to agree how to best coordinate and share delivery information for both parties.*

Vic Chetty (VC) said the new site entrance is on Canham Street and he visited all local businesses on 6 March to explain what works would take place over the coming weeks, following which the site entrance would be complete. VC said Tideway is ensuring its deliveries work well with local businesses and is investigating whether updates can be provided to continue their good relationship.

5. *Cllr Andrew Steed and CS to liaise and contact Segro about potential use of spare parking spaces during the day.*

HF said Chris Stratford, who no longer works on the project, emailed contacts at Segro at the Acton Park Estate on 5 March requesting the use of any unused parking areas by local residents and businesses for parking during the day. Segro's Customer Services Manager responded and said: *'Thank you for your e-mail. Please be advised we have reviewed your request, unfortunately we are unable to assist due to safety and security reasons. We have many large vehicles on site and we would be concerned with residents parking on site and pedestrian traffic with these vehicles. I am sorry we are not able to assist you'*.

6. *CS/VC to come up with a few ideas on how best to present noise data/predictions at the next CLWG meeting and meet with DT first to discuss and agree.*

VC confirmed this action point would be covered during the presentation.

7. *Landscaping plan to be added as an agenda item going forward.*

DT advised no discussion was required on this action point at the moment.

8. *CS to issue both postal and two electronic invites for the next meeting and put more information in the email.*

DT confirmed Tideway issued postal and two electronic invites for tonight's CLWG, as well as including more information in an email. DT stated this action point is ongoing as he would like as many people as possible to attend the meetings. **Action 1: Tideway / DT**

9. *SR to report back as to what security will be on site once Tideway has finished.*

Sally Rose (SR) confirmed Thames Water's Head of Security is in discussion with Tideway's Security Department to ensure sufficient security is in place once Tideway works have finished. SR explained Thames Water cannot divulge security details about its sites, however the measures in place will be appropriate and proportionate to the identified and perceived risks.

DT said security at the site once Tideway works have finished will be Thames Water's responsibility, as it is its site. DT confirmed he would like to keep this action point ongoing, for when more information can be revealed. DT said it would be good to know whether the necessary security actions will have a visionary impact on the area and said if Thames Water can confirm whether the appearance of the site will be altered, it would be much appreciated. SR confirmed she would take this request away. **Action 2: SR**

10. *HF to find out when pre-condition surveys will be carried out.*

HF explained pre-condition surveys will be undertaken within three months of key activities being undertaken, such as piling (including sheet piling), shaft excavation works and the main tunnel drive, essentially large-scale excavation works. Small scale excavations would not require such surveys. The pre-condition surveys will be undertaken to properties within a reasonable zone of influence of those works and it is likely that they will begin for appropriate properties in May-June 2018 and continue in advance of the relevant works. Those properties will receive letters advising them of these surveys in advance of such surveys being undertaken.

11. *JRy to find out how long pre-condition defect survey photographs are kept for.*

John Ryan (JRy) confirmed the pre-condition defect survey photos are required for 12 years after the project has ended, so 2036. The photos are kept in secure storage before being shredded. JRy explained this requirement is currently being reviewed due to the General Data Protection Regulation (GDPR), however he believes it will stay the same.

DT asked whether Tideway ensures residents are aware of how long the photos will be kept for. HF said residents who ask are made aware.

DT said he was aware of a particular resident who wanted to know this information but he could not remember the name of the resident. HF said he has a rough idea where this particular resident lives, so he will catch up with DT after the meeting. **Action 3: DT**

3. Acton Storm Tanks - Tideway Update

HF provided a site update. Presentation to be issue with the minutes. **Action 4: JM**

HF provided an overview of the project and explained Acton Storm Tanks is an existing Thames Water Pumping Station and storm water tanks site. The site will be used to receive the main tunnel from Carnwath Road, as well as intercept the existing Acton Storm Relief combined sewer overflow.

HF explained the problem at the Acton Storm Tanks site is in a typical year, there would be 29 discharges of untreated sewage with a volume of approximately 312,000 tonnes into the tidal River Thames. The Tideway project will ensure the site will control the discharges from Acton Storm Relief combined sewer overflow and when the tunnel is in operation, it is expected that no discharges will occur.

HF said the storm flows now enter through Stamford Brook Sewer and now fill 3 & 4 and then 1 & 2. HF advised this designation order has changed since the last CLWG.

DT referred to the image within the presentation and said it would be good to include an image which shows the tank covers. HF confirmed this image would appear in the next slide.

HF said the Acton Storm Tanks site is the start of the Tideway tunnel and the whole scheme is referred to as A to B (Acton to Becton).

HF provided a timeline update for the works on site and explained BMB (Tideway's contractor) officially took possession of the site on 13 November 2017. The site works will take approximately four years to complete.

HF informed attendees that over the past three months, the works that have taken place include:

- Footpath widening and permanent access installation (ongoing)
- Site perimeter hoarding installation
- Temporary drainage and hardstanding installation
- Commissioning of permanent welfare and office facility, which is currently partially occupied
- Storm Tank 5 and 6 decommissioning

HF explained that some planned works have not yet taken place due to design issues. These are the decommissioning of the existing sewer, installing sheet piles and remove the temporary welfare and office facility.

In preparation of the partial storm tank demolition, HF said the tanks on site have had a lot of handrails removed.

HF said works will continue to take place on Canham Road, with SSE cables being lowered and a pin curb being installed to widen the footpath.

Cllr Rowan Ree (RR) asked what a pin curb was. HF advised a pin curb is the rear alignment kerb for the widened footpath. For example, you have the road-side vehicle kerb and the rear side pin kerb (or edging).

DT asked when the footpath will be accessible to residents. HF advised he is hopeful the footpath works will be complete and operational by the third week of June. HF confirmed the footpath will be closed when being surfaced and when the hoardings are erected.

HF explained works to take place over the next three months include:

- Decommission existing sewer and install sheet piles
- Demolition of storm tanks 5 & 6
- Complete footpath widening and permanent access installation

- Continue with the site perimeter hoarding installation
- Remove the temporary welfare and office facilities
- Complete the installation of the temporary drainage and hardstanding

HF provided a predicted and actual vehicle movements update (figures included within the presentation).

HF advised the actual lorry movements were much lower than predicted due to being slightly behind with the site works. This means there will be a slight increase in the next section of predicted lorry movements, as the team will be catching up.

A resident asked whether the term 'vehicle movements' means the external firms delivering to the site. HF said the term includes Tideway vehicles, delivery vehicles and lorries etc. This does not include the equipment being transported around the site.

HF provided a Section 61 summary for the Acton Storm Tanks site. As there was a large amount of text within the presentation slide, HF had printed copies for attendees to have. HF said the Section 61 is basically a summary of what Tideway can and cannot do during the working day. HF said there are also information boards situated around the site which state what can and cannot take place. HF is happy to go over the boards with residents, if they wish.

HF provided a noise and air quality monitoring update and revealed there have been no exceedances of the DCO set noise level, which is 75 decibels.

HF explained that as part of Tideway's fire strategy, it is required to designate an assembly point where staff will have to wait in the event of a fire alarm or emergency. The muster point is located at the large open area of pavement on Warple Way next to Tesla Court.

VC provided a community engagement update.

VC said his role is to deal with complaints and enquiries, as well as making sure residents receive updates on the planned works.

VC explained that since the last CLWG, two information sheets have been distributed. These were regarding the site entrance and the footpath widening.

VC also said four complaints have been received since the last meeting – two regarding generator noise, one regarding noise at night and one regarding breaking out works (complaint details included within the presentation).

VC said he aims to respond to complaints or enquiries within 24 hours. When this is not possible, a holding response email is sent or a telephone call is made. VC stressed the importance of contacting Tideway's 24/7 Helpdesk if being disturbed by works (08000 30 80 80).

Fiona Penhallurick (FP) asked what the next activity is that will trigger an information sheet. VC said the next will be regarding the demolition of storm tanks 5 and 6. VC advised Tideway aims to send the information sheets a minimum of two weeks before the works take place. VC also said it is important the updates are not sent too early, as they may get lost in translation.

Cllr Lisa Homan (LH) asked whether information sheets are distributed to every property in Factory Quarter. VC said the updates are sent to every property within 100 metres of the site. VC explained the initial site boundary excluded half of Factory Quarter, however the boundary has been extended to ensure all of the properties are included. LH said the concierge at Factory Quarter is extremely helpful and would be happy to ensure residents receive the information.

LH asked whether Tesla Court was included within the boundary. VC confirmed yes, along with Edison Court.

DT said he feels Factory Court is tricky because of the residential make up. DT also said many of the residents used to complain when there was a bad odour, however they do not seem interested in the Tideway project. DT feels more needs to be done to involve Factory Quarter residents as he is concerned they are not being reached.

DT advised VC that he feels Tideway's communications is done by impact and not interest. Many residents may be interested but are not necessarily impacted.

DT said the 100 metre boundary would not extend to Warple Way or Stanley Gardens but they will certainly be affected.

LH asked who decided on the 100 metre boundary. VC said the boundary was decided as residents within 100 metres of a site would be most affected. VC said he would work with Tideway and investigate whether the boundary can be extended. VC also said he was hopeful the mailing list boundary could be extended to 250 metres but stressed he cannot make any guarantees. **Action 5: VC**

DT said Tideway is such a huge project and many people would like to know what is going on in their area. VC explained he has contacted the Factory Quarter Facilities Manager to find out how he can engage with them. LH said she would provide VC with the details of the person who deals with the communications engagement at Factory Quarter.

VC provided a volunteering and charity update. VC said Tideway works with schools, local community groups, charities etc in the hope of making a difference within a community.

LH said she knew of local schools that would be interested in Tideway's community work. VC advised he would speak to LH after the meeting.

VC played a volunteering video which showed the different ways in which Tideway has helped local communities.

VC said it is great when positive feedback is received but stressed he would like local residents to advise how Tideway can help so asked attendees to advise him of any local opportunities to help and improve the community.

DT asked VC whether he simply needs the names of schools that would be interested or whether he requires a named contact. VC said just the name of the school is fine but it would be helpful if he had a named contact. DT said he also knew the names of local schools that would be interested and would provide these to Tideway outside of the meeting. VC was very grateful and said schools are extremely important to Tideway. VC said he would also like to speak with Mace Montessori Nursery to see if it would benefit from Tideway's help. **Action 6: VC**

JH advised how residents can claim if they are affected by Tideway works.

JH said people can contact the Independent Advisory Service (IAS), which is different to the local communications team. The IAS is an independent body which looks at each query objectively.

JH said there is also the Independent Compensation Panel (ICP) which assesses claims made by individuals where on-site mitigation may still result in residual effects for certain individuals. An example of this could be a medical condition which is made worse due to Tideway works.

JH said the kind of things that people request when claiming range from an air filter to respite accommodation. JH said the ICP process is very simple and involves completing a form and providing relevant supporting information, such as a Doctor's note.

JH explained that there is a dedicated Tideway staff member, Louise Davis, who helps people complete their forms or provides advice on the process. The claim is then submitted to the ICP, which assesses each claim objectively. An award or recommendation is then given to back to the person who submitted the claim.

JH said is happy to provide residents with Louise Davis' contact details and encouraged people to use the service. JH also said FP is an Independent Complaints Commissioner who ensures the ICP has followed the correct procedure.

FP said she has also carried out 'mystery shopper' test calls on the Tideway Helpdesk to ensure the process is carried out correctly. FP said on all occasions, the Helpdesk had up-to-date information and were very accessible. FP also echoed JH and explained Louise Davis is available to help complete forms, as well as making sure the relevant paperwork is submitted with a claim.

LH asked whether the contact numbers for the ICP, IAS, Helpdesk and Louise Davis are project-based and not site-based. JH confirmed the numbers and services are project-based.

Cllr Andrew Steed (AS) asked who appointed FP. FP explained she was appointed by a panel, which included representatives from local authorities, Tideway and the Consumer Council for Water. FP stressed she was an independent appointment and not a Tideway appointment.

FP also said she does not live in London and is a qualified lawyer and mediator.

LH asked if she could take away any spare copies of the presentation. George Allawi (GA) confirmed yes and also said he would email the presentation to LH tomorrow.

VC confirmed all CLWG minutes and presentations are available via the Tideway website.

DT referred back to the earlier point regarding the noise and air data that is supplied by Tideway to Ealing Council. DT said it would be good if a member of the council could attend the CLWG as it is a lot of hassle for people to complain directly to Tideway, especially if residents do not like to complain. DT said it would be great if people could know who the contact at Ealing Council if they have a noise or air quality issue. VC said whenever a complaint is received the local authorities are made aware. VC also said local authorities are invited to the CLWG meetings, this includes Ealing Council.

Tiago Jorge (TJ) introduced himself and said he is a Planning Officer at Ealing Council. TJ said whenever a complaint is logged with Tideway, Ealing Council is notified of the details, as well as the step-by-step resolution process. TJ said Ealing Council checks whether any additional steps or mitigation options are required. TJ stressed Ealing Council investigates to ensure Tideway is carrying out the agreed process.

LH asked TJ whether Ealing Council shares the information with London Borough of Hammersmith and Fulham (LBHF). TJ confirmed Ealing Council has a monthly meeting with LBHF.

FP said the Thames Tideway Forum also meets most months. This forum includes representatives from the Port of London Authority (PLA), Mayor's Office, Environment Agency, Heritage England, local authorities and key stakeholders. The forum focuses on the all sites, especially those that are getting more active. To date, the forum has focused more on the drive sites, however the emphasis will move onto other sites soon, as a lot of noisy works at the main drive sites has finished.

JH said there is also the Inter-borough Forum which consists of all the boroughs and not Tideway.

DT asked VC whether the next information sheet will be distributed in the next fortnight regarding decommissioning. VC confirmed yes and said he hoped the information will be distributed by the end of the week.

DT asked VC whether he can do an information sheet once the footpath has reopened. VC confirmed yes. **Action 7: VC**

DT referred to the predicted vehicle movements slide in the presentation and asked whether they are return movements. JH said the figures are the number of vehicles, so would need to be doubled to find out the number of vehicle movements.

4. AOB

A resident explained he had a few issues which he wanted to raise. The resident said he works nights and does not get to sleep until 6am. Because of this, the resident requested Tideway to be more thoughtful and to carry out any daytime noisy works in the afternoon.

The resident appreciated concrete breaking has to take place but said he was woken on the previous Friday by his house shaking and vibrating. The resident compared the shaking to a "bomb going off". The resident investigated and went to the bottom of his garden, where he found a mechanical shovel loading broken concrete and dropping it into a truck. The resident said the noise was deafening. The resident was very unhappy with this particular disturbance as he said there is an agreement in place where Tideway will not plough part of the land at the rear of his garden. The resident said Tideway has been digging a trench through stable footings at the rear of his property which is a metre deep.

The resident said HF previously took photos of the rear of his garden. The resident explained he took photos tonight in the same location and the vibration impact had caused a stationary car to move approximately eight inches. The resident wanted to make Tideway aware of the impact the vibration is having on his property and land.

DT said it was clear the resident has two issues relating to noise and vibration. DT asked HF to provide a response for the meeting but then to also arrange a private response for the resident.

HF agreed and provided his response for the meeting. HF said Tideway is entering a period where different types of work will take place within the agreed working hours and in the boundaries of its Section 61. HF also said there is no permanent construction or excavation works on the land at the rear of the resident's garden.

JRy said the agreement in place is for Tideway to return the land to the resident, once works are complete. The resident interrupted JRy and said he has a letter from Tideway which states it is not allowed to plough this particular part of land. The resident stated this has been ignored as Tideway has dug a trench. The resident also said Tideway has dug a trench down the side of his house and the hoarding is approximately a foot away from his fence. The resident advised he has noticed that the trenches have loosened the soil. The resident was unhappy and repeated Tideway has dug trenches in areas in which it promised it would not do so.

DT thanked the resident for raising his points and asked him to raise them with HF and JRy directly, outside of the meeting. The resident refused, as the issues are then not included within the CLWG minutes. The resident also said he emailed the Tideway Helpdesk and received a "very poor" response which advised him to attend the CLWG and raise the issues at the meeting. The resident feels he is being "ignored" and "harassed" by the site works. The resident also feels Tideway does not care about its neighbours.

DT said the resident was correct for raising his issues during the meeting but said they are very rich in detail, so further discussions should take place outside of the CLWG. DT asked HF, VC, JRy to ensure the resident is happy with their response. DT also said if the resident is unhappy

with the response, he will speak to Thames Water, as it is the landlord of the site. **Action 8: HF, VC and JRy**

The resident said VC has been good at proactively contacting him but advised he had recently been away.

FP reminded the resident that if he feels issues are not getting resolved then there is an escalation process, as well as mitigation options. FP said she knows the resident sometimes stays at his son's house during noisy periods and said this would be classed as a form of mitigation which he can claim for. FP repeated there are processes in place to help the resident. The resident said this was the first he had heard about the mitigation options and felt it was helpful. DT said FP will explain these in more details to the resident after the meeting.

The resident said it would be really useful if Tideway sent a weekly email which explains what work it will do on particular days/times. This way, he can then make arrangements when there are periods of noisy work. DT asked Tideway whether this request was possible. HF advised he would investigate. **Action 9: HF**

DT said he was happy with how the meeting had gone and said some useful actions had been picked up.

DT repeated he will make sure there is additional publicity to promote the next CLWG, in the hope that there will be more attendees.

DT felt it would be more appropriate for the next meeting to take place in September, to avoid the school summer holidays where many people will be away. Attendees agreed. DT suggested either 11 or 18 September and there were no objections. LH felt 11 September would be the better date.

Date of next meeting – Tuesday 11 September 2018.

ACTIONS:

Action Point	Action	Status	Response / Update
1	Tideway and DT to ensure as much notification as possible is distributed to the community, to ensure residents are aware of the quarterly CLWG meetings.		
2	SR to investigate whether the necessary security actions on site once Tideway works have finished will have a visionary impact on the area and whether the appearance of the site will be altered.		
3	DT to find out the name of the resident who wanted to know how long pre-condition defect survey photographs are kept for. DT to then notify the resident.		
4	Presentation to be issued with the minutes.	Complete	
5	VC to investigate whether the 100 metre boundary zone for information sheet distributions can be extended.		We have extended the distribution radius to include all of the Factory Quarters, Stanley Garden, Emlyn Road and

			Emlyn Garden residents
6	VC to speak with DT and LH to find out which local schools Tideway could work with.		Post meeting note: Confirmation that a list of schools have been forwarded on to Vic Chetty from Don Tanswell and Councillor Lisa Homan. The list of school have been sent on to BMBs Skills, Employment & Legacy Manager who has contacted each school. Update to be provided.
7	VC to distribute an information sheet, once the footpath has been reopened.		Post meeting note: We expect the footpath to be reopened by the end of June / beginning of July and an information sheet will be sent out to residents accordingly in advance of the footpath opening.
8	HF, VC and JRy to investigate and respond to the resident's issues regarding noise, vibration and the email response he received from the Tideway Helpdesk.	Open / On-going	<p>Post meeting note: In regards to the email received by the resident from Tideway helpdesk, an email was sent to all residents who have signed up to receive updates from Acton as a reminder to the CLWG meeting, This was sent out shortly after the resident had contacted the helpdesk. This was not a response to the resident's enquiry.</p> <p>The site team are carrying out works to install hoarding around the resident's property. It is expected that this will be completed by mid-June. The hoarding installation will provide beneficial acoustic and visual attenuation to further activities in this area of the site. Where possible the intrusive works (breaking of concrete etc.) will not be undertaken in the early morning, however if needed the works are covered under Section 61 agreements with LBE with noise monitoring carried out as required to ensure limits are not breached.</p>
9	HF to investigate whether Tideway can send a weekly email to a resident which explains what work will take place on particular days/times and whether it is expected to be noisy.	On going	We will continue to inform the local community about our works and key activities through our information sheets and via our dedicated Acton page on the website. We also have our 24hour helpdesk available.