



# **CARNWATH ROAD RIVERSIDE**

## **Community Liaison Working Group**

**Monday 24 February**



**Tideway**

# Project Update

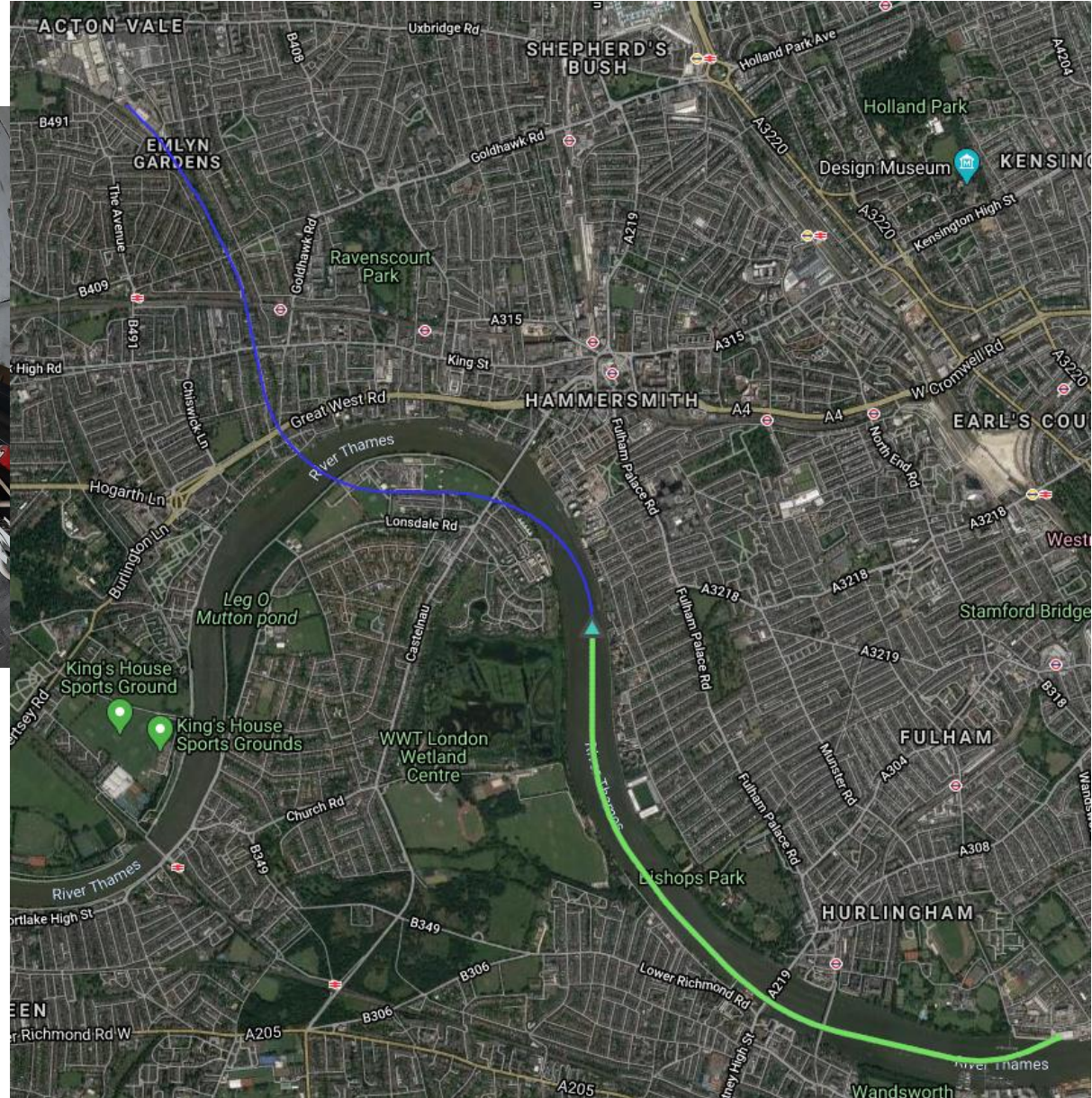
**John Clifton– Section Manager**



# Carnwath Road Riverside



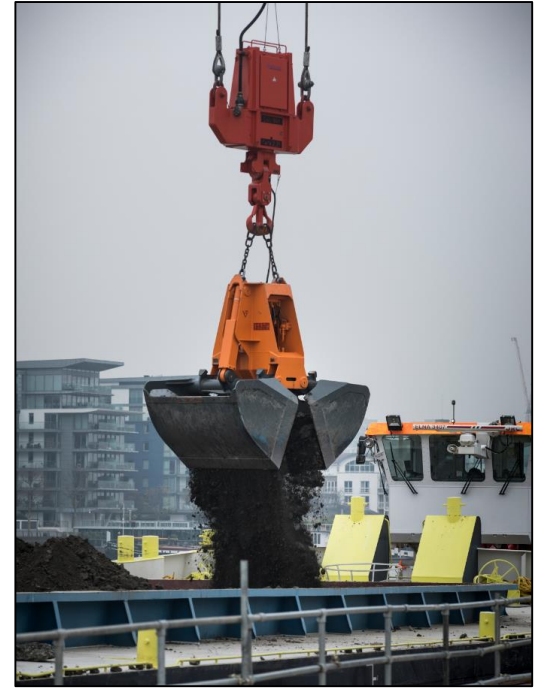
- Tunnel 48% complete
- 3.4km of tunnel so far
- 1958 rings built



# Carnwath Road Riverside

## Barge movements

- Environmentally sensitive tugs – Christian and Felix
- Around 345,000 tonnes of muck removed from tunnelling so far, removing 17,250 lorries from the local road network since the start of tunnelling
- Around 15,700 segments delivered, removing over 2,600 articulated lorries from local road network since the start of tunnelling



Road traffic



River transport



- ✓ 4.2m tonnes of material moved by river
- ✓ Removing 262,000 lorries from London's roads



# Carnwath Road Riverside

## Current Programme

Key dates:

- Tunnelling complete – June/July 2020
- Secondary lining – August 2020 for nine/ten months
- Shaft works – May 2021 – Dec 2021
- Surface civil works – June 2021 – Jan 2022
- Landscaping works – Jan 2022 – April 2022
- Site demobilisation – March 2022 - July 2022
- BMB vacate site – Autumn 2022
- System testing and commissioning continues until 2024, though minimal on-site activity



# Action Plan

**Jamie Gray – Stakeholder & Consents Manager**

# Action Plan

- Residents meeting 19/12/19
- Councillor Coleman meeting with Tideway CEO Andy Mitchell 17/01/20
- Action Plan issued on 24/01/20

## Action Plan

Action	Date	Detail
<b>Philpot Square Noise</b>		
Extending site briefings to office and canteen staff as well as the operatives	Commenced 15/01, ongoing	All Tideway West/BMB staff. Message to be reinforced by the Project Director on the importance of their behaviour entering and leaving site.
<b>Dymock Street</b>		
Excavator Mitigation	Complete	Installation of raised isolation platform beneath excavator
24/7 Vibration Monitoring	Ongoing	Full vibration monitoring from site and affected residential properties. Full access to be provide to LBHF.
<b>Piper Building</b>		
Additional noise screening	Within a month (materials delivery dependent)	Provide upgraded screening to the batching plant near the Piper Building.
<b>Shed Door</b>		
Project Manager authorisation required on works beyond 10pm	Start immediately	No Shed Door opening beyond 10pm without senior approval.
Segment barges	Commenced	Barge fleet reinforced with a larger barge to help reduce the requirement for late deliveries
Provide full details of notification procedure	Early Feb	Information sheet to be issued to residents explaining helpdesk process and the notification procedure should the shed door opening be required beyond 10pm.
<b>General</b>		
Conveyor alarms	Ongoing	External to the shed, audible alarms on the conveyor system to be used between the hours of 6am and 7pm. Outside of these hours (providing it is dark), strobe lights to be used.
<b>Meetings</b>		
Resident briefing to staff	TBC	Tideway team to liaise with CLWG Chair to offer the opportunity for CRRG and other community representatives to attend site and brief staff on the impact of the project from a resident perspective.
Quarterly Meeting	TBC	Meeting with senior Tideway/BMB representative and CLWG chair on a quarterly basis.
CLWG Meeting	Late February	CLWG meeting to be brought forward from its current slot in April to end of February in order to notify residents and answer questions on the actions that have been implemented.
Philpot Square & Piper Building drop-ins	February	Drop-in sessions at Philpot Square and the Piper Building to held to encourage residents not currently known to Tideway to engage with the team.



# Action Plan: Vibration Mitigation

## Plan

Mitigate potential vibration from site.

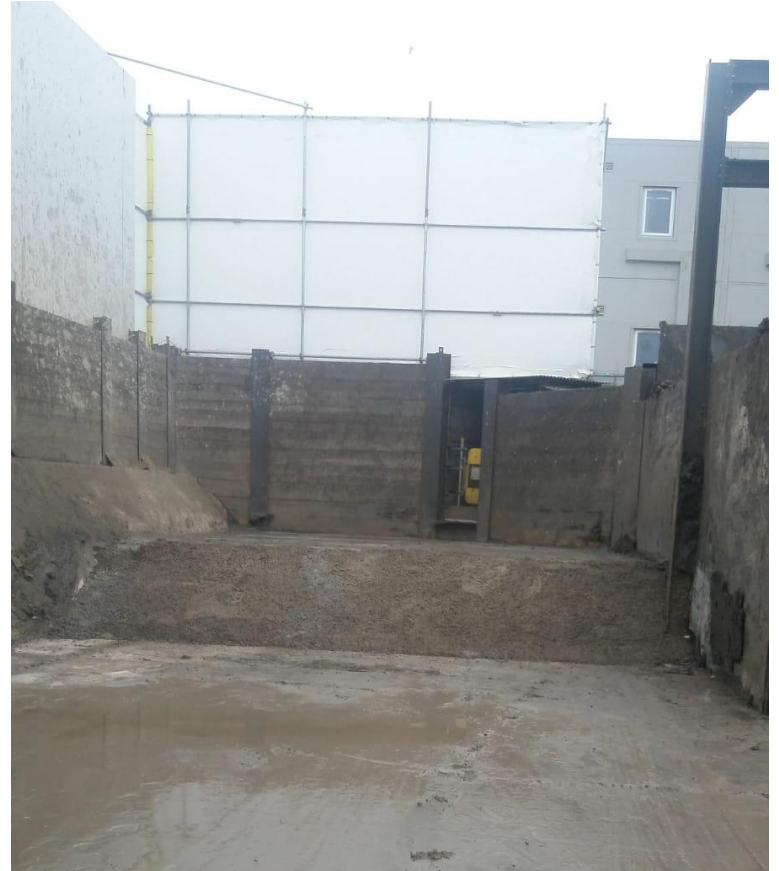
## Action

Installation of raised isolation platform beneath excavator.

24/7 vibration data provided to LBHF.

## Result

Vibration reduction from 0.3mm/s to 0.1mm/s.



# Action Plan: Noise Screening

## Plan

Reduction of site based noise.

## Action

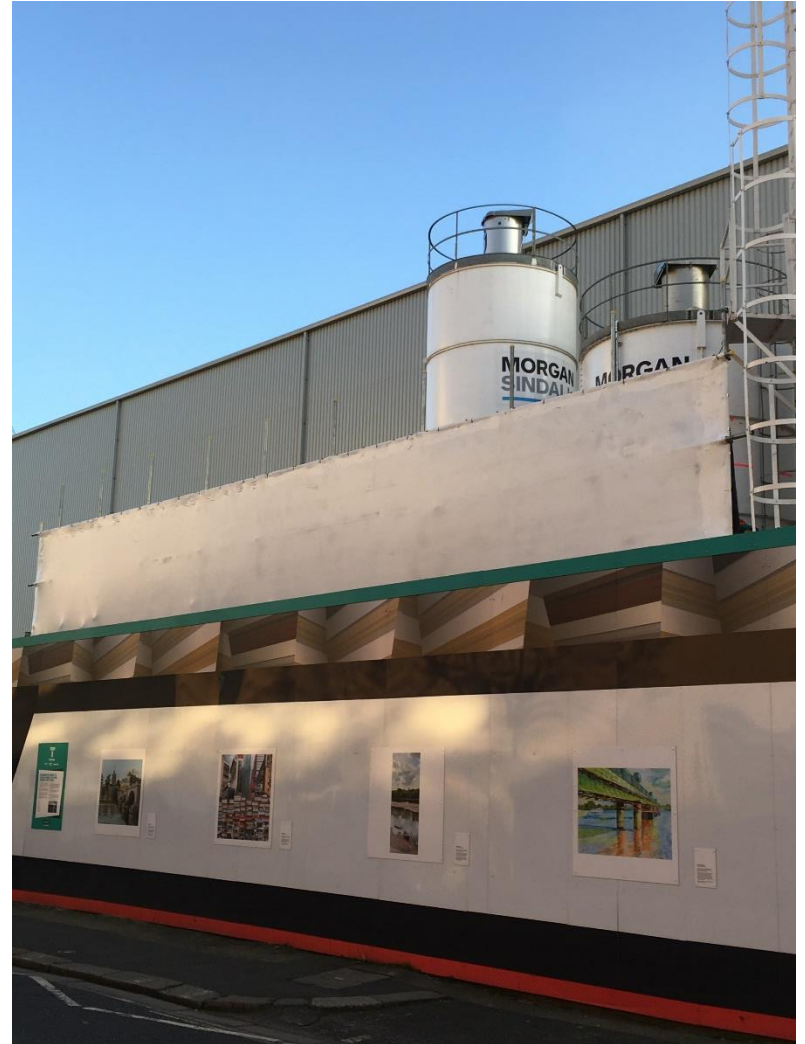
Upgraded screening installed in batching plant area adjacent to Piper Building.

Conveyor alarms replaced by lighting between 7pm & 6am.

Staff briefed on conduct entering and leaving site.

## Result

Reduction in noise complaints



# Action Plan: Shed Door/Barge Movements

## Plan

Review barge/segment delivery operations.

## Action

No shed door opening after 10pm without Project Director approval.

Barge fleet reinforced to reduce requirement for late deliveries.

Residents to be notified before 4pm of any over run beyond 10pm.



# Action Plan: Resident Interaction

## Action

Increased interaction with local residents.

## Plan

Quarterly meeting between CLWG chair and Tideway/BMB senior management

Drop in sessions for Philpot Square & Piper Building residents: provisional dates 17 & 24 March

CLWG meeting to be brought forward to February.

Residents Staff Briefing: TBC

Community Information Centre: first Tuesday of every month

Open Door Policy during office hours: Monday – Friday, 9am-5pm



# Action Plan Status

Action	Detail	Status
Extending site briefings to office and canteen staff as well as site operatives	All Tideway West/BMB staff. Message to be reinforced by the Project Director on the importance of their behaviour entering and leaving site	Staff briefings undertaken on 29/01/20 & 12/02/20
Excavator Mitigation	Installation of raised isolation platform beneath excavator	Platform installed 25/0/20
24/7 Vibration Monitoring	Full vibration monitoring access to be provided to LBHF	Access ongoing
Additional Noise Screening	Provide upgraded screening to the batching plant near the Piper Building	Screening installed 10/02/20
Project Manager authorisation required on works beyond 10pm	No Shed Door opening beyond 10pm without senior approval	Authorisation process in place
Segment barges	Barge fleet reinforced with a larger barge to help reduce the requirement for late deliveries	Additional barges in operation
Shed door notification procedure	Information sheet to be issued to residents explaining Helpdesk process and the notification procedure should the shed door opening be required beyond 10pm	Information sheet drafted and under review
Conveyor Alarms	Audible alarms on the conveyor system to be used between 6am and 7pm. Outside of these hours strobe lights to be used.	New alarm system in place
Resident Briefing To Staff	Opportunity for CRRG and other community representatives to attend site and brief staff on the impact of the project from a resident perspective.	Awaiting update from CRRG
CLWG/Tideway Meeting	Meeting with senior Tideway/BMB representative and CLWG chair on a quarterly basis.	Meeting date to be confirmed
CLWG Meeting	CLWG meeting to be brought forward from its current slot in April to end of February	CLWG meeting moved to 24/02/20
Philpot Square / Piper Building Drop In	Drop-in sessions at Philpot Square and the Piper Building to be held to encourage residents not currently known to Tideway to engage with the team.	Provisional dates in place for 17/03/20 & 24/03/20

# Community Engagement

**Katie Ashton – Communications Manager**

## Community Engagement

- **Engage** – involve people in decisions that affect them
- **Participate** – people have a say in decisions that affect them
- **Consult** – people are asked for their views and these are taken into account
- **Involve** – people are consulted and their views are taken into account
- **Collaborate** – people work together to develop solutions
- **Empower** – people are given the power to make decisions that affect them

# Carnwath Road Riverside

## Complaints / Queries

102 complaints since last meeting:

- 0 x Air Quality
  - 0 x Vibration
  - 3 x Lighting (3 individuals)
  - 5 x Barges (3 individuals)
  - 8 x Traffic & Transport (3 individuals)
  - 72 x Noise (16 individuals)
- 
- 14 x General Project (9 individuals)
  - 4 x Commendations (4 individuals)



Call: 08000 30 80 80

Email: [helpdesk@tideway.london](mailto:helpdesk@tideway.london)

Write to: Freepost TIDEWAY

# How to make a claim if you are affected by Tideway's work

## Who do I go to for advice?

Independent Advisory Service (IAS) Helpline for independent advice: **0800 917 8845** or [info@tidewayias.co.uk](mailto:info@tidewayias.co.uk)

Tideway's Mitigation and Compensation Lead, **Louise Walsh**, for personal assistance & advice: via Tideway Helpdesk **08000 30 80 80** or [helpdesk@tideway.london](mailto:helpdesk@tideway.london) or direct **07971 077165** or [louise.walsh@tideway.london](mailto:louise.walsh@tideway.london)

## How do I submit my claim?

Louise can submit your claim to the Independent Compensation Panel (ICP) on your behalf, or

You can submit your claim direct to the ICP: [admin@tidewayicp.london](mailto:admin@tidewayicp.london)

The IAS can send you a claim form, or you can download a claim form from the Tideway website: [www.tideway.london/help-advice/compensation-information/Independent-Compensation-Panel](http://www.tideway.london/help-advice/compensation-information/Independent-Compensation-Panel)



# ICP Cases

June 2017 – February 2020

BASE PLUG POUR SPECIFIC CLAIMS		
CLAIMS SUBMITTED :	26	
REJECTED :	9	35%
APPROVED :	17	65%

GENERAL CLAIMS		
CLAIMS SUBMITTED :	91	
REJECTED :	31	34%
APPROVED :	56	62%
PENDING :	4	4%

ALL CLAIMS IN TOTAL		
CLAIMS SUBMITTED :	117	
REJECTED :	40	34%
APPROVED :	73	62%
PENDING :	4	4%

# Communication channels



Regular site visits



Community Information Centre



## WORKS UPDATE – CARNWATH ROAD RIVERSIDE

Work at our Carnwath Road Riverside site is progressing well as we prepare to commence tunnelling in late April.

We have recently moved Rachel, our Tunnel Boring Machine (TBM), from site and lowered her into the shaft, before she begins her journey from Carnwath Road Riverside to Acton Storm Tanks.

In preparation for our tunnelling activities we are continuing to install the conveyor system which will allow us to remove excavated material from the tunnel and load it onto our barges. This will minimise our impact on the local road network as each barge movement equates to approximately 50 lorries.

Between Monday 25 February and late March, we will have a maximum of ten nights with approximately six lorries coming to site. The lorries will arrive between 1800hrs – 0600hrs. We will have a range of measures in place to minimise any impact on our neighbours. These will include, but are not limited to, work within the acoustic shed stopping while the shed door opens to allow vehicle access; the shed door to be closed as soon as lorry has entered, and any lorry reversing to take place within shed.

These works are necessary to provide the concrete required to finish the infilling within the TBM launch chamber, ready for our TBM to be moved along this chamber now that she has been lowered.

If you feel affected by Tideway's work, you can contact Tideway's Helpdesk and ask to speak to your local Mitigation and Compensation Lead, who will be able to advise you on the Independent Compensation Panel (ICP).

### KEY INFO

#### Duration of work

- Conveyor installation continues
- Up to six lorries per night for 10 nights between 25 February and late March

#### What we will do

- Continue to monitor noise, dust and vibration levels
- Use best practicable means to minimise noise and disruption

#### Working hours

- Core hours: Mon-Fri 0800-1800, Sat 0800-1300
- Plant Maintenance: Sat 1300-1700, Sun 1000-1500
- Tunnelling activities: 24/7

24 HOUR HELPDESK 08000 30 80 80  
helpdesk@tideway.london | Freepost TIDEWAY  
www.tideway.london

Twitter Facebook Instagram @TidewayLondon

Information sheets



Project newsletters



## Welcome to the first West Tunnelling update.

These monthly emails are to keep you up to date with where we are with tunnelling in the West.

Rachel began her journey in May and has completed the first 90m stretch to Acton. During this time, the site team have been busy installing the gantries needed to remove the London Clay which Rachel bores through.

In the next few weeks, Rachel will continue to 400m, which is



Monthly update on the progress of the tunnelling for both our TBM's

# How to stay up to date



[en-gb.facebook.com/TidewayLondon/](https://en-gb.facebook.com/TidewayLondon/)



[www.instagram.com/tidewaylondon/](https://www.instagram.com/tidewaylondon/)



[www.linkedin.com/company/tideway-london/](https://www.linkedin.com/company/tideway-london/)



[twitter.com/TidewayLondon](https://twitter.com/TidewayLondon)

**@TidewayLondon**

# Community Engagement

Legacy since 2016	Hammersmith and Fulham	Carnwath Road Riverside
Community Investment Hours	3585 hours	3057 hours
STEM Hours	3684	3235
Volunteering commitments	1118	335
Work experience placement	88 placements	66 placements
Summer placements	12 placements	9 placements
Schools engaged	13	7
Apprentices	17	11
Ex-offenders	21	3





# Carnwath Road Open Air Art Gallery

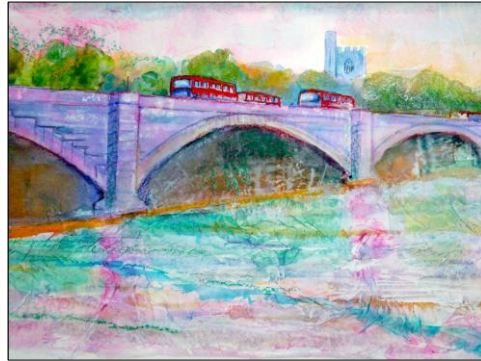
- Commitment to replace hoarding artwork every two years
- Project steering group was set up
- 11 pieces of artwork was chosen and have been installed onto the hoarding
- Launch of the gallery took place on Tuesday 17 December 2019
- Artists invited and had their photos taken next to their art pieces





# Wandsworth Bridge to Putney Bridge: The Past, Present and Future

## (River, Wildlife, Ecology and the Local Area)



# **Project wide update**

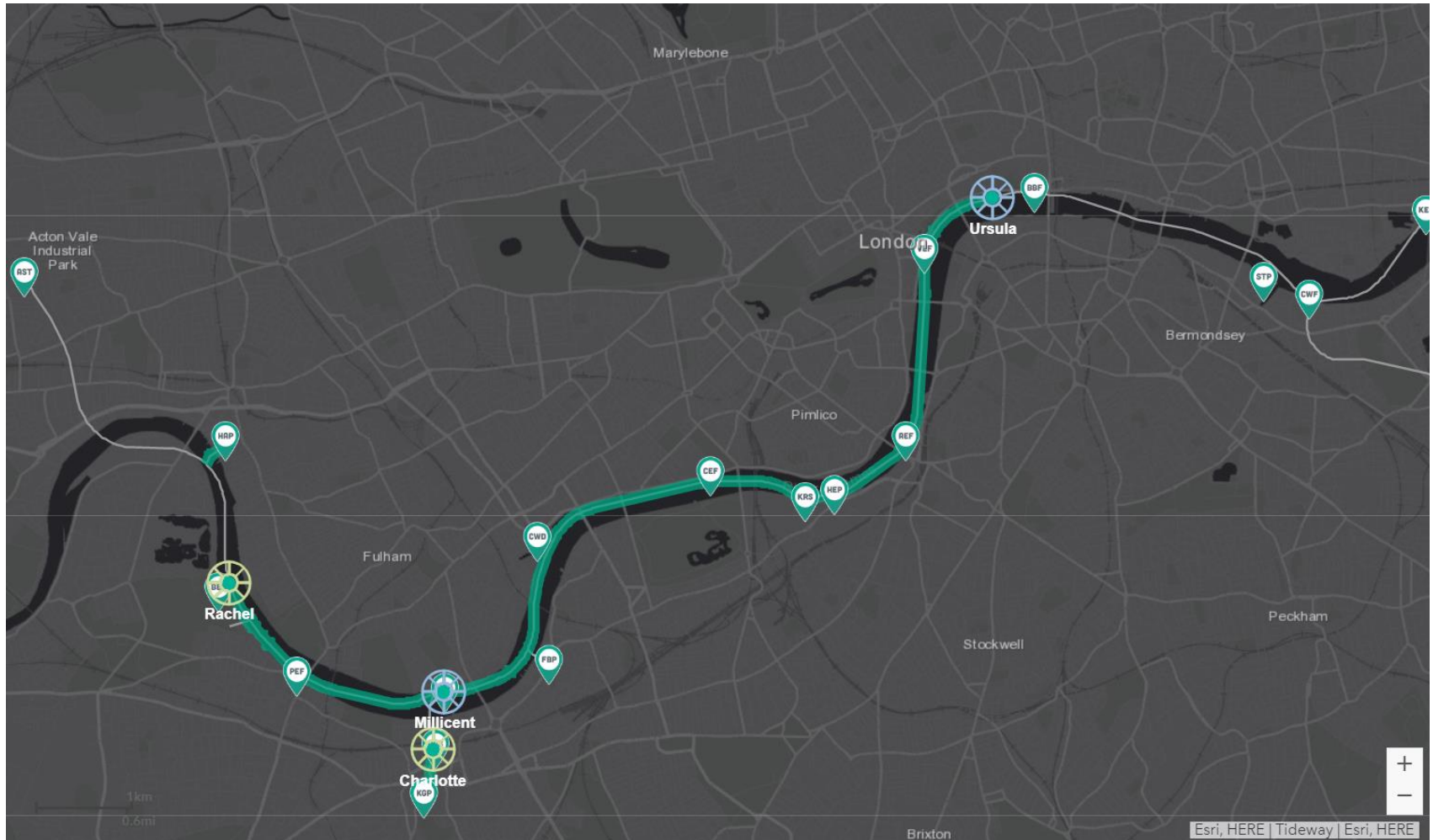
**Jamie Gray – Stakeholder & Consents Manager**

## **Project wide update**

**Stakeholder & Consents Manager**

# Where is Rachel?

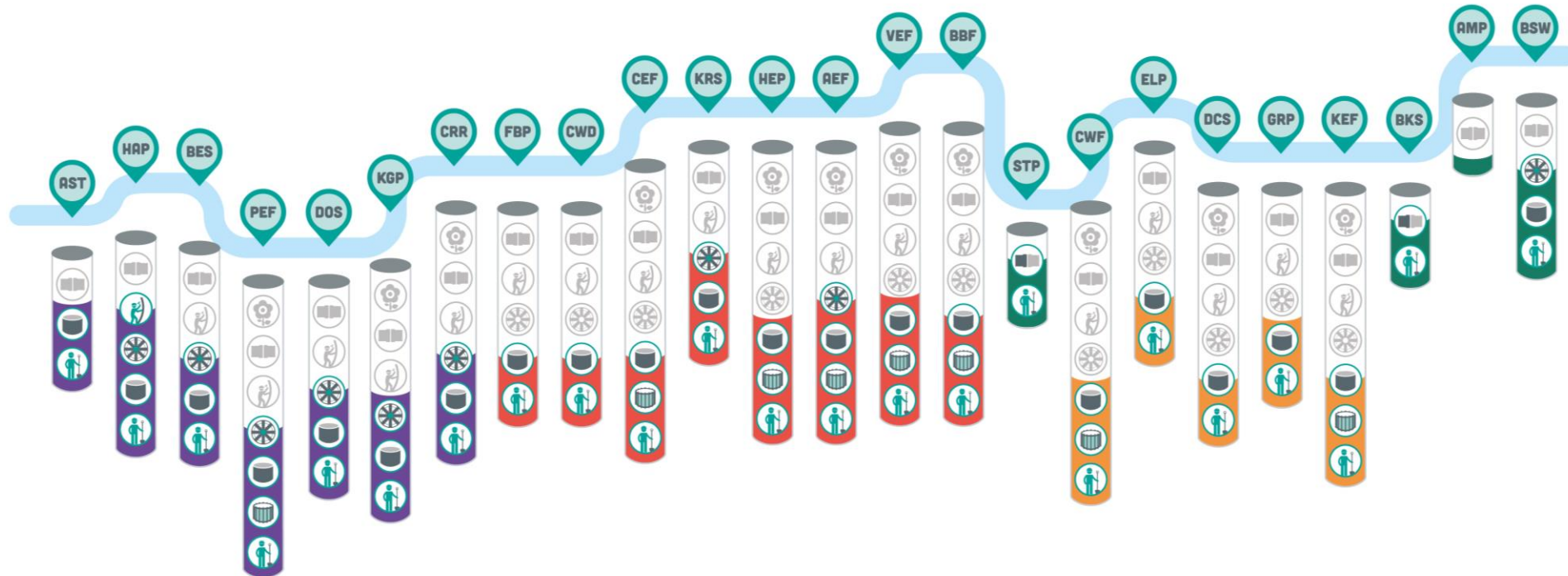
The Tideway TBM tracker <https://www.tideway.london/tbm-tracker/>





# BUILDING THE SUPER SEWER

Spring 2020



## KEY

- Site Preparation
- Cofferdam Built
- Shaft Construction
- Tunnelling
- Secondary Lining
- Sewer Connections
- Public Realm

West Sites

Central Sites

East Sites

Beckton Sewage Treatment Works

Questions...?

