

INDEPENDENT COMPENSATION PANEL

MEETING #182 MINUTES

Purpose:	To determine medical and special cases claims.
Date and time:	Tuesday 27 July 2021 – 0900hrs to 0945hrs
Location:	Video Conference
Panel Members:	Graham Parry (Chair) Phil Evans (Noise & Vibration) Stephen Stansfeld (Medical)
Abbreviations:	'Panel' means the Independent Compensation Panel 'Project' means Tideway 'ICC' means the Independent Complaints Commissioner for the Project 'Non-Stat Policy' means the Non-Statutory Off-site mitigation and compensation policy
Document Number:	2350-TDWAY-TTTUN-990-ZZ-ZZ-734007

Site visit	Friday 16 July 2021 – ICP Panel members visited Chambers Wharf site and carried out a home visit to a claimant's property.
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Item 1	Notes for the record
Applicant Reference	The Panel considered information pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-734004 plus a video
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The Panel is fully aware of the claimant's health issues. The Panel carried out a detailed site visit to the construction site on the 16th July 2021 and also reviewed videos provided by a number of claimants which has provided context for all claims received from the Chambers Wharf area. The Panel noted that the slurry pipe bridge is now being acoustically clad in order to reduce noise from that particular structure.</p> <p>The Panel reviewed the latest s.61 and the noise monitoring data for the site and notes that noise levels emanating from the site are not particularly high although there will be some events, i.e. abnormal load deliveries, which may result in disturbance from time to time.</p> <p>The Panel has determined to make an offer of an award of 2 days respite/week for the claimant and her son which may be commuted to a holiday break.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p>

	https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 2	Notes for the record
Applicant Reference	The Panel considered information pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-734009
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimants have complained about multiple noise sources from the Chambers Wharf site and their case was first reviewed on August 25th 2020.</p> <p>The Panel is aware of the claimant's medical issues.</p> <p>The Panel carried out a detailed site visit to the construction site on the 16th July 2021 and also reviewed videos provided by a number of claimants. The Panel noted that the slurry pipe bridge is now being acoustically clad. The Panel also visited the claimant's property and discussed the noise issues with the claimant and his partner.</p> <p>The Panel has reviewed the latest s.61 and the noise monitoring data for the site and notes that noise levels emanating from the site are not particularly high although there will be some events, i.e. abnormal load deliveries, which may result in disturbance from time to time.</p> <p>The Panel has determined to make an offer of an award of 2 days respite/week for the claimant and his partner which may be commuted to a holiday break. As the claimant's work from home, the Panel also makes an offer of an award of two air conditioning units.</p> <p>The Panel was informed by the claimant that there are a number of sources of noise which are particularly disturbing including access gates banging shut, loud voices outside and lorries parking outside with the engines running. When the Panel visited the site, the members observed contractor's staff shouting across the site and the contractor is reminded that it is a requirement to implement best practicable means at all times to mitigate the impacts of noise from the site.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</p>
Further information required/actions arising	None

Information/action requested from Tideway	Tideway to remind the contractor of the requirement to implement best practicable means in the management of noise impacts from the site at all times.
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Item 3	Notes for the record
Applicant Reference	The Panel considered information pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-734005 plus 2 videos
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
Details of the award	<p>The Panel carried out a detailed visit to the construction site on the 16th July 2021 and has also reviewed videos provided by a number of claimants which has provided context for all claims received from the Chambers Wharf area. The Panel noted that the slurry pipe bridge is now being acoustically clad.</p> <p>The Panel has reviewed the latest s.61 and the noise monitoring data for the site and notes that noise levels emanating from the site are not particularly high although there will be some events, i.e. abnormal load deliveries, which may result in disturbance from time to time.</p> <p>The Panel notes that a range of requests have been made by the claimant and those requests have been taken into account in making this award.</p> <p>The claimant has requested blackout blinds for which the claimant is referred to Tideway's blackout blinds procedure.</p> <p>The Panel has determined to make an offer of an award of 2 days respite/week for the claimant and her child which may be commuted to a holiday break.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	Tideway to implement their blackout blinds procedure

Item 4	Notes for the record
Applicant Reference	The Panel considered information pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-734010
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED and DEFERRED
Details of the award	The claimant reports that she can hear a continuous low humming noise from the Chambers Wharf site across the river from her property.

	<p>The Panel is aware that low frequency noise had previously been identified as a source of disturbance from the Chambers Wharf site and the apparent cause of that disturbance was from the ventilation system for the tunnelling. However, the Panel carried out a visit on the 16th July 2021 to the site and came to the view that noise from the ventilation system at that time was at such a low level as to rule out any possible low frequency noise effects or disturbance to occupiers of properties across the river.</p> <p>The Panel considered the requests for mitigation and makes an immediate precautionary award of noise cancelling earphones/headphones to a maximum cost of £100. The Panel deferred any other awards until a home visit can be organised subject to the claimant being content to facilitate a home visit.</p> <p><u>All awards are subject to Tideway’s Guidelines for Implementation of ICP decisions.</u></p> <p>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</p>
<p>Further information required/actions arising</p>	<p>None</p>
<p>Information/action requested from Tideway</p>	<p>Arrange a home visit to the claimant’s property.</p>

<p>Item 5</p>	<p>Notes for the record</p>
<p>Applicant Reference</p>	<p>The Panel considered information pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-733506 and noise data provided in an email dated 27.07.2021</p>
<p>Relevant Tideway site</p>	<p>Carnwath Road</p>
<p>Decision</p>	<p>DEFERRED</p>
<p>Details of the award</p>	<p>The Panel previously reviewed videos provided by the claimant which appeared to identify a relatively high level of noise emanating from the acoustic enclosure at the construction site. Following discussions with the contractor, the noise of concern was investigated, and the de-duster was found to be the source. Following this, the contractor erected a noise barrier structure across the source. Noise data have been now been made available to the Panel in respect of measured noise levels at Enterprise Way/Eastfields Avenue both before and after noise mitigation measures had been put in place. It is understood that noise was coming from two penetrations in the south facing wall of the acoustic enclosure which ventilates a de-duster. As a result of the noise mitigation measures, noise levels have reduced by around 7 dBA. The Panel considers that, whilst noise from that source may still be audible, it should now be at an acceptable level such as to reduce the likelihood of disturbance continuing.</p> <p>If the claimant remains of the view that noise levels remain unacceptable, then the Panel would be willing to make a home visit to further consider this claim. Subject to feedback from the claimant, this claim is deferred.</p>

	<u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
Further information required/actions arising	None
Information/action requested from Tideway	None

I confirm that these minutes are an accurate record of the proceedings of the meeting.

Signed

Date 30 July 2021

Graham Parry
Chair, Independent Compensation Panel