



MEETING MINUTES

Subject:	Carnwath Road Riverside Community Liaison Working Group
Date and time:	Monday 21 February 2021, 6.00pm - 7.00pm
Location:	Virtual – via Microsoft Teams
Minute taker:	Katrina Kilkenny
Chair:	Elaine Jarvis-Hugill

Item	Topic
1	Welcome and introductions
2	Works update
3	Community relations update
4	Q&A

Chair:

- Elaine Jarvis-Hugill (EJ-H)

Project staff:

- Alexei Bond (AB) – Construction Manager, Tideway (BMB)
- Katie Ashton (KA) – Communications and Community Relations Manager, Tideway (BMB)
- Sally Cox (SC) – Project Director, Tideway (BMB)
- Daniel I-Webster (DI-W) - Environmental Advisor, Tideway (BMB)
- Louise Walsh (LW) – Compensation and Mitigation Lead, Tideway
- Katrina Kilkenny (KK) – Engagement Manager, Tideway

Residents / Organisations:

Five residents and four London Borough Hammersmith and Fulham staff members

Apologies:

- Received from one resident

	Item	Action
1.0	Welcome, introductions and apologies KK started the meeting, acknowledging that the Chair was running a bit late. KK thanked everyone for joining. Tideway staff and attendees introduced themselves.	
2.0	Tideway: Works update	
2.1	Project update by Alexei Bond (AB). Presentation to be issued with the minutes. Action 1	Tideway

<p>2.2</p>	<p>Main Tunnel</p> <ul style="list-style-type: none"> - 2.5km of 7km secondary lining has been completed - Combined sewer overflow (CSO) tunnels at Hammersmith, Barn Elms and Putney are ready for the final secondary lining connection to the main tunnel. Should be reaching Hammersmith in about 5-6 weeks' time. 	
<p>2.3</p>	<p>Connection Tunnel</p> <ul style="list-style-type: none"> - This is a short section of the tunnel going back towards Kirtling Street. - 26 pours of 57 completed of the secondary lining - Images of large hydraulic shutter and waterproof lining included on Slide six of presentation. 	
<p>2.4</p>	<p>Surface operations</p> <ul style="list-style-type: none"> - Barges deliver sand and aggregate by river. Each delivery removes 75 lorries from the road - The majority of waste concrete is used to manufacture interlocking blocks which will be used in future mass fill concrete. - Concrete batching plant is set up inside the acoustic shed. 	
<p>2.5</p>	<p>Current site layout</p> <ul style="list-style-type: none"> - On slide eight of the presentation there is a diagram showing the current site layout. - The road is at the top of the picture and the river is at the bottom. - AB pointed out a small area being used for concrete waste and an area used to offload aggregates from the barge. These aggregates are then transported into the acoustic shed using a telehandler. - Inside the shed there is internal storage for waste concrete, which limits how much needs to be taken outside the shed and allows the shed door to be closed. 	
<p>2.6</p>	<p>Programme of work</p> <ul style="list-style-type: none"> - The main tunnelling element was finished in September 2020. - Connection tunnel was completed in 2021 - Secondary lining was started in April 2021 and is expected to be complete in September 2023. - Shaft works – February 2023 to September 2023 - Removal of the acoustic shed – August 2023 to September 2023 - Surface civil works – September 2023 to January 2024 - Landscaping works – January 2024 to April 2024 - Site demobilisation – January 2024 to August 2024 - System testing and commissioning continues until 2024, though minimal on-site activity 	
<p>3.0</p>	<p>Community relations update</p>	
<p>3.1</p>	<p>KA presented complaints received since the last meeting, with a breakdown of complaints per month.</p> <ul style="list-style-type: none"> - Since the last meeting (March 2021), four general enquiries have been received and 59 complaints - 58 x noise - 1 x lighting 	

<p>3.2</p> <p>3.3</p> <p>3.4</p>	<p>KA notes that there was a slight spike in September 2021 when there was an issue with the shed door.</p> <p>ICP cases: LW presented a breakdown of ICP claims (West section of project only)</p> <p>Since 2017:</p> <ul style="list-style-type: none"> - 170 claims have been submitted - 52 of these have been rejected. 114 of these have been approved. Four are pending <p>Since the last CLWG in March 2021:</p> <ul style="list-style-type: none"> - Two new claims have been submitted for Carnwath Road. Both have been approved. <p>How to make a claim if affected by Tideway’s work (KA)</p> <p>If anybody wishes to make a claim if they are affected by Tideway’s work, they can get advice from the following:</p> <ul style="list-style-type: none"> - Independent Advisory Service (IAS) Helpline for independent advice - o 0800 917 8845 / info@tidewayias.co.uk - the Tideway Helpdesk 08000 30 80 80 or helpdesk@tideway.london <p>Community Investment (KA)</p> <ul style="list-style-type: none"> - With the pandemic hopefully largely behind us we’ve had great opportunity to get involved in more community project, and we are further looking to increase our volunteering hours this year. - 595 volunteering undertaken in 2021 – including support for STEM activities and local community groups - Over £2,000 raised for Breast Cancer Care - Support for 26 work placement students - Please contact us if you are aware of an opportunity or community group that we could possibly help 	
<p>4</p> <p>4.1</p> <p>4.2</p>	<p>Q&A</p> <p>A resident asked about tug movements, mentioning that these movements had started up again in the middle of the night. AB responded that the dates have remained the same for secondary lining and have not changed over the last two CLWG meetings. We are still averaging about three tugs a week at the moment. KA added that a notification was sent out last summer when it was made clear that there would be 3-4 tug movements a week due to secondary lining works, and people were updated again at the last CLWG. We continue to have to utilise both daily tides with movements possible 24hrs a day 7 days a week, and the situation has not changed. Where possible. preference is given to using a daytime tide; however it is not always possible to do so.</p> <p>The resident raised Tideway’s engagement with the tenants and the procedure for receiving compensation. The resident said that there are many people who should have been compensated in the past when pile driving was taking place, and he does not feel that adequate respite has been given from Tideway. He noted that the procedure to collect compensation seems to be a method of suppression, yet he has heard that Tideway site workers have been told that residents have been amply compensated. The resident also suggested that with</p>	

	climate change forecasts and Thames Water admittance, the tunnel will not eliminate all wastewater problems. The resident asked how he is going to be compensated and made it clear that further physical and mental harm has happened as a result of Tideway's engagement processes.	
4.3	LW responded that secondary glazing was offered to several apartments. If the resident is still adversely affected, he is encouraged to carry on with the process around secondary glazing installation. The resident said that secondary glazing has been installed and said that he was also promised air filtration which has not been installed.	
4.4	LW responded that the claims process has been proven to be highly effective for a lot of our residents across the board. We have been able to get help for many residents from across all our sites, since at least the beginning of 2016. We have always tried to assist every step of the way when it comes to claims. LW noted that this is the first time Tideway has heard from the resident recently regarding any disruption or compensation.	
4.5	KK noted that the Chair has joined the meeting and EJ-H introduced herself.	
4.6	EJ-H responded to the resident that the claims process has a criteria that is the same for everybody, noting that LW has done everything in her power for the residents that live locally.	
4.7	The resident said that he has not received a single newsletter in the last 6 months. KA confirmed that only three information sheets have been sent out since the last CLWG, but she will follow up with previous updates by email. Action 2	Tideway
4.8	The resident asked when the river walk will be reinstated. AB responded that work will start on this in January 2024 and will likely finish by April 2024. The resident noted that this is a loss of amenity for a further two years.	
4.9	A resident enquired about landscaping works and what this involves. He also asked whether there are any plans for the future of the site in terms of ownership. AB said that he is not currently aware of any plans around the selling of the site. SC noted that there is a model in the site office that shows what it will look like, if the resident was interested in coming to see it to understand more. KA said that she will email the resident to follow up on this. Action 3	Tideway
4.10	A resident asked if he could be emailed the previous three CLWG minutes. KK said that she will send these to him. Action 4	Tideway
4.11	The resident asked what Tideway is proposing to do about his situation and what he feels is a lack of engagement with residents, noting that the site is so close that staff could just pop round in person. SC said that if the resident feels that a meeting would help, please contact us. The resident noted that he is the Chair of the Carnwath Tenants Action Group representing residents from a number of blocks, and the group would indeed like a physical meeting. KA said that she will follow up with the resident regarding this. Action 5	Tideway
4.12	A resident noted that he has not received previous minutes. LW said that for his building (Piper building) communication is handled via the concierge, but please let Tideway know if that is not working. KA added that because we have been focusing on secondary lining works for so long, there has not been much to update on as it is a continuous activity, although three communications have been sent out since the last CLWG.	

4.13	The resident raised a noise issue with reversing lorries around the site. AB asked if the noise is a beeping noise or white noise. The resident said that it is a beeping noise and it usually happens quite early, although he has not heard it too recently. AB said that he will take this away and investigate it, as white noise should be being used in these cases. Action 6	Tideway
4.14	The resident asked about the secondary lining and why it is necessary for the tunnel. AB explained the activity of secondary lining and how it ensures the 120-year design life of the tunnel. The resident asked if there is any space between the linings, and AB confirmed that there is not. KK said that Tideway likely have videos of activities in the tunnel, and she will share some links that may be of interest to the resident. Action 7	Tideway
4.15	KK said that if no further questions, if the Chair is happy, we can bring the meeting to a close. EJ-H asked when the next CLWG meeting will be. KA said we could schedule this for six months' time. EJ-H asked if there is anything major coming up in the next six months. AB goes back to the programme and confirmed that no major works will be happening that are likely to impact residents. EJ-H confirmed that a meeting in six months will be fine and this meeting will be held virtually, not face-to-face. Action 8	Tideway
4.16	A resident interjected that he would like an emergency, face-to-face meeting in a month. KK said that as mentioned previously KA would drop the resident a note around the possibility of a separate meeting, but the CLWG will be scheduled for around six months' time and will be held via Teams.	
4.17	EJ-H thanked the residents for attending and ended the meeting.	

Actions Register:

Meeting Date	Item	Action	Responsibility	Status
21/02/2022	2.1	Action 1: Presentation to be issued with the minutes	Tideway	Closed
21/02/2022	4.7	Action 2: Send resident previous updates over email	Tideway	Closed
21/02/22	4.9	Action 3: Follow up with resident regarding visit to site office	Tideway	Open
21/02/2022	4.10	Action 4: Send resident previous CLWG minutes	Tideway	Closed
21/02/2022	4.11	Action 5: Follow-up with resident regarding meeting with Carnwath Tenants Action Group	Tideway	Open
21/02/2022	4.13	Action 6: Investigate beeping noise from reversing lorries	Tideway	Open
21/02/2022	4.14	Action 7: Share useful video links with resident around secondary lining	Tideway	Closed
21/02/2022	4.15	Action 8: Next CLWG to be scheduled for six months' time	Tideway	Awaiting feedback on dates from the CLWG Chairs