

INDEPENDENT COMPENSATION PANEL

MEETING #257 MINUTES

Purpose:	To determine medical, special cases and compensation claims.
Date and time:	Tuesday 28 May 2024 – 0830hrs to 0915hrs and 1000hrs to 1145hrs
Location:	Video Conference
Panel Members:	Graham Parry (Chair) Stephen Stansfeld (Medical) Phil Evans (Noise) Chris Kench & Richard Pugh (Compensation)
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-740307

Item 1	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740183
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimant is requesting:</p> <ul style="list-style-type: none"> - Noise cancelling headphones reimbursement. - 2 days respite/week for me and 2 days respite/week for my partner. <p>The ICP is aware of the ongoing, significant works at the CHAWF site and that a fast-track claim procedure has been put in place. The site updates clearly show very significant activity with cofferdam removal etc.</p> <p>The site update of the 17th of May 2024 was taken into consideration.</p> <p>The Panel has determined that, based on the information available, it makes an award of noise cancelling headphones for the claimant to the standard maximum cost. Additionally, the Panel awards two days respite/week/person at the standard cost until the end of September 2024.</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	None

Item 2	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740175
Relevant Tideway site	Greenwich Pumping Station
Decision	AWARDED
Details of the award	<p>The claimant is requesting:</p> <p><i>To mitigate the effects caused we would benefit from air-conditioning. We are therefore looking at getting air-conditioning fitted within our apartment. We therefore request that Tideway pay for the air-conditioning.</i></p> <p>Three sources of construction information for the GREPS site has been taken into consideration:</p> <ol style="list-style-type: none"> 1. Site Update for May 2. E-mail regarding another claim of the 21st of May 2024 3. In addition to the above, e-mail from Martin Griffiths to another claimant of the 9th May 2024 <p>Whilst site activities are generally reducing, the Panel is aware of the on-going works and anticipated programme. The claimant has requested the cost of air conditioning; however, the Panel does not consider that such costs can be justified on the basis of the scale of the on-going works. The Panel is however prepared to make an award of the costs of 2 No. portable air conditioning units. This cost may alternatively be offset against the costs of a permanent air conditioning system, if appropriate for the claimant.</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	None

Item 3	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740165
Relevant Tideway site	Greenwich Pumping Station/Deptford Creek
Decision	AWARDED

<p>Details of the award</p>	<p>The claimant has submitted three videos all from inside his apartment with concrete breaking clearly audible.</p> <p>The claimant is seeking:</p> <p><i>Firstly, I would like to get the full- and accurate-time frame of works planned and expected levels of noise.</i></p> <p><i>Secondly, I would like you to consider compensation for your impact on my personal wellbeing and working life which is affected by this and significant expenses I am spending to find ways to work, where possible, outside my property. I would like to apply for respite during the working days so that I can afford to work in local coffee shops or alternatives, to escape the heavy noise.</i></p> <p><i>Thirdly, it would be a huge benefit for a portable air conditioning unit in my property to help mitigate the heat when having to keep the windows closed during the hot days and also avoid the sewage smell that can be released which impacts my day-to-day work and personal life.</i></p> <p>There are three sources of information for the GREPS site:</p> <ol style="list-style-type: none"> 1. Site Update for May; 2. E-mail regarding another claimant’s claim of the 21st of May 2024; and 3. In addition to the above, e-mail from Martin Griffiths to another claimant of the 9th of May 2024. <p>The Panel has reviewed the videos provided by the claimant and is aware of the programme of works for the site going forward and accordingly makes an award of 1 No. portable air conditioning unit. Additionally, the Panel awards two days respite a week at the standard cost until the end of August 2024.</p> <p>With respect to the sewage smell, the Panel does not believe that this is from Tideway’s activities and the claimant should take this matter up with Thames Water if it continues to be an issue.</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>
<p>Further information required/actions arising</p>	<p>None</p>
<p>Information/action requested from Tideway</p>	<p>None</p>

Item 4	Notes for the record
<p>Applicant Reference</p>	<p>The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740184</p>
<p>Relevant Tideway site</p>	<p>Chambers Wharf</p>
<p>Decision</p>	<p>AWARDED</p>

<p>Details of the award</p>	<p>The ICP is aware of the location of the claimant’s property and is aware of the ongoing, significant works at the CHAWF site and that a fast-track claim procedure has been put in place. The site updates clearly show very significant activity with cofferdam removal et al.</p> <p>The site update of the 17th of May 2024 has been taken into consideration.</p> <p>From the above and previous information and discussions, it is clear that significant works are ongoing and will be for some time. The Panel has very carefully considered the claim and makes an award of 1 No. portable air conditioning unit. Additionally, the Panel makes an award in line with the fast-track award scheme of:</p> <ol style="list-style-type: none"> 1. For each adult who is normally resident in the property: 2 days respite/ week at the standard rate. 2. For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate . 3. For each child who would normally attend school during the term time week: 1 day of respite per week to be taken at the weekend. 4. During school holidays, for each child who would normally attend school, 2 days respite per week at the standard rate. <p>With respect to the request for cleaning, the Panel has visited this area on many occasions and has not seen any evidence that dust is an issue such that an award of cleaning costs is justified.</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>
<p>Further information required/actions arising</p>	<p>None</p>
<p>Information/action requested from Tideway</p>	<p>None</p>

Item 5	Notes for the record
<p>Applicant Reference</p>	<p>The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740185</p>
<p>Relevant Tideway site</p>	<p>Chambers Wharf</p>
<p>Decision</p>	<p>DEFERRED</p>
<p>Details of the award</p>	<p>This claim is deferred as the Panel has not received any information in respect of the claimant.</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 6	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740176 plus a video sent via YouTube
Relevant Tideway site	Greenwich Pumping Station
Decision	AWARDED
Details of the award	<p>The Panel is aware of the location of the claimant’s property and has viewed a video identifying site activities.</p> <p>There are three sources of information for the GREPS site:</p> <ol style="list-style-type: none"> 1. Site Update for May; 2. E-mail regarding another claimant’s claim of the 21st of May 2024; and 3. In addition to the above, e-mail from Martin Griffiths to the claimant of the 9th of May 2024. <p>The Panel has very carefully considered all of the information available and makes an award of two days respite for the claimant and his wife at the standard cost until the end of August 2024. The Panel anticipates that the majority of noisy works will have ceased by the end of August 2024.</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	None

Item 7	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740186 plus a video
Relevant Tideway site	Kirtling Street
Decision	NOT AWARDED
Details of the award	<p>At ICP meeting # 243 on the 14th of November 2023, the claimant and his partner were awarded:</p> <p><i>The Panel notes that the pathway works will be in closer proximity than previous pathway works, although noisy work</i></p>

	<p><i>will be intermittent and therefore makes an award of two days respite a week/person until the Christmas site shutdown in December 2023. The respite award is at the standard rate and the award may alternatively be aggregated together for cleaning costs if the claimants so wish.</i></p> <p>The claimants have now come back to the ICP. One video is provided which shows some minor activity on site associated with two excavators.</p> <p>The Panel has considered this claim very carefully with respect to the level of site activity and the potential for significant noise effects to occur at the claimants' property; however, on the basis of the evidence available to the Panel, no award is made.</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>
<p>Further information required/actions arising</p>	<p>None</p>
<p>Information/action requested from Tideway</p>	<p>None</p>

Item 8	Notes for the record
<p>Applicant Reference</p>	<p>The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740166</p>
<p>Relevant Tideway site</p>	<p>Chambers Wharf</p>
<p>Decision</p>	<p>PARTIALLY AWARDED</p>
<p>Details of the award</p>	<p>The claimant has provided information in respect of her and her husband's health.</p> <p>The claimant has requested payment of a pre-booked holiday and the opportunity for respite.</p> <p>The ICP is aware of the ongoing, significant works at the CHAWF site and that a fast-track claim procedure has been put in place. The site updates clearly show very significant activity with cofferdam removal et al.</p> <p>The site update of the 17th of May 2024 has been taken into consideration.</p> <p>From the above and previous information and discussions, it is clear that significant works are ongoing and will be for some time.</p> <p>The Panel does not make retrospective payments for holidays except in exceptional circumstances and the Panel does not consider the circumstances of this claim to be exceptional.</p> <p>The Panel makes an offer of an award of noise cancelling headphones to the standard maximum cost for the husband if this would assist his working from home. Additionally, the Panel awards two days respite a week at the standard cost until the end of September 2024.</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	None

Item 9	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740177 plus one video
Relevant Tideway site	Kirtling Street
Decision	NOT AWARDED
Details of the award	<p>The claimant has stated: <i>I feel like this claim should be backdated as we had assurances the noise would stop and this hasn’t been the case unfortunately.</i></p> <p>The Panel has considered this claim very carefully with respect to the level of site activity and the potential for significant noise effects to occur at the claimants’ property. On the basis of the evidence available to the Panel, which includes video evidence provided by other claimants, no award is made. Additionally, it should be noted that, if the Panel had made an award on this occasion, it would not have been backdated as no exceptional circumstances exist.</p> <p>It should be noted that the Panel does not make assurances with respect to when noise will or will not occur, in as much as we are only able to report the information provided to us by Tideway and its contractors.</p> <p>POST MEETING NOTE: The ICP Chair visited the claimant’s property on the 4th June 2024 and witnessed the extent to which on-going concrete breaking was impacting the property. The concrete breaking was incessant and disturbing within the property with the main windows closed. The project team has indicated that the concrete breaking around the rim of the shaft should be completed by the 5th of July 2024; however, there could be sporadic concrete breaking through to the end of July 2024.</p> <p>As a precautionary approach the Panel has determined to make an award of 2 days respite a week for all family members until the end of July 2024 at the standard rate. The decision takes immediate effect.</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	None

Item 10	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740173 as well as several videos sent via WeTransfer
Relevant Tideway site	Greenwich Pumping Station
Decision	AWARDED
Details of the award	<p>The ICP has previously visited the claimant's home. She has made various claims in the past and has supplied two videos to support this specific claim: one from the balcony and one from inside the property next to her desk with the window open and closed. Concrete breaking is audible.</p> <p>She is claiming:</p> <ul style="list-style-type: none"> - <i>A dedicated desk space at Spaces Works Canary Wharf – approximate pricing screenshotted below. Please note that I am suggesting this as monthly as it is far more cost-effective than a 5 day a week daily rate anywhere both locally or further afield, working out to approx. 17.40 per day, assuming roughly 23 working days per month</i> - <i>In addition, 1hr of a meeting room space per week (£79) to afford me the ability to hold 1-2 telephone or in-person meetings with clients, during this period that they cannot visit me for a detailed conversation in my home office environment due to intrusive works noise.</i> - <i>A small, reasonable allowance for refreshments at the premises, considering that they would be free at home.</i> <p>The Panel has considered this claim very carefully in view of the decreasing level of activity at Phoenix Wharf and also the main construction site. The Panel has determined to make an award of access to desk space at Spaces Works Canary Wharf for a two-month period until the end of July 2024. Additionally, public transport costs to get to and from Canary Wharf are awarded for this period. No award is made for access to a meeting room and no award is made for refreshments.</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	None

Item 11	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740174
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimant is claiming:</p> <p><i>I would request the respite scheme for compensation towards time away from my home (office) during the workday for the purpose of relaxation and space away from the noise. I believe this will be beneficial to my work performance.</i></p> <p>The ICP is aware of the ongoing, significant works at the CHAWF site. The site updates clearly show very significant activity with cofferdam removal et al.</p> <p>The site update of the 17th of May 2024 was taken into consideration.</p> <p>The Panel has determined to make an award of one day of respite a week until the end of September 2024 at the standard rate.</p> <p>Additionally, if it would assist with working from home, the Panel makes an offer of noise cancelling headphones to standard maximum cost.</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	None

Item 12	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740180
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The ICP is aware of the ongoing, significant works at the CHAWF site and that a fast-track claim procedure has been put in place. The site updates clearly show very significant activity with cofferdam removal et al.</p> <p>The site update of the 17th of May 2024 has been taken into consideration</p> <p>From the above and previous information and discussions, it is clear that significant works are on-going at the site although, due to the distance of the property to the site and the various construction activities, the claimant’s property is less affected</p>

	<p>than those on the immediate frontage of Chambers Street. Accordingly, the Panel has determined to make an award of one day of respite a week until the end of September 2024 for all family members at the standard rate.</p> <p>Additionally, recognising the claimant's concerns with respect to overheating, the Panel makes an award of a portable air conditioning unit to a standard maximum cost.</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	None

Item 13	Notes for the record
Applicant Reference	The Panel considered the information contained in pack TDWAY-TTTUN-990-ZZ-ZZ-740181
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The ICP is aware of the ongoing, significant works at the CHAWF site and that a fast-track claim procedure has been put in place. The site updates clearly show very significant activity with cofferdam removal et al.</p> <p>The site update of the 17th of May 2024 has been taken into consideration.</p> <p>From the above and previous information and discussions, it is clear that significant works are ongoing and will be for some time.</p> <p>The Panel has carefully considered all of the information available and has determined to make an award of two days respite a week until the end of September 2024 at the standard cost. It was the Panel's consideration that the circumstances of the claimants did not warrant the request for four days respite a week.</p> <p>The claimants are reminded that receipts must be provided for all respite claims in line with the guidelines below.</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	None

Item 14	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740182
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The site update of the 17th of May 2024 was taken into consideration. From the above and previous information and discussions, it is clear that significant works are ongoing and will be for some time.</p> <p>The Panel has determined to make an award to start in July 2024 until the end of September 2024. The award is:</p> <ol style="list-style-type: none"> 1. For each adult who is normally resident in the property: 2 days respite/ week at the standard rate. 2. For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate . 3. For each child who would normally attend school during the term time week: 1 day of respite per week to be taken at the weekend. 4. During school holidays, for each child who would normally attend school, 2 days respite per week at the standard rate. <p>The Panel has considered the request for more choice of support for the family with cash compensation to provide alternative respite from disruptive works, the request to amalgamate the award and the request for an occasional holiday break. However, the Panel considers that the award, as determined, is proportionate in respect of the impacts on the family and no further award is made.</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	None

Item 15	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740157
Relevant Tideway site	Chambers Wharf
Decision	AWARDED

<p>Details of the award</p>	<p>The Panel had regard to its decision of 8 August 2023 and made a further award for loss of rent for the period 24 July 2024 to 23 July 2025.</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>None</p>

ANY OTHER BUSINESS

<p>Item 16</p>	<p>Notes for the record</p>
<p>Applicant Reference</p>	<p>n/a – Fast-Track Award</p>
<p>Relevant Tideway site</p>	<p>Chambers Wharf</p>
<p>Decision</p>	<p>AWARDED</p>
<p>Details of the award</p>	<p>The Panel has determined that Tideway may implement this award without the need for a separate meeting of the ICP. The claimant has therefore been awarded 2 days’ respite for 2 adults plus one child as below:</p> <ol style="list-style-type: none"> 1. For each adult who is normally resident in the property: 2 days respite/ week at the standard rate. 2. For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate. 3. For each child who would normally attend school during the term time week: 1 day of respite per week to be taken at the weekend. 4. During school holidays, for each child who would normally attend school, 2 days respite per week at the standard rate. <p>This respite award will run from the date of receipt of this email until the end of September 2024.</p> <p>Should the resident not consider the award mitigates the effects of the construction site, an alternative claim for mitigation can be made to the Panel for consideration.</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>None</p>

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

Signed *Graham A Parry*

Date 21 June 2024

Graham Parry

Chair, Independent Compensation Panel