

INDEPENDENT COMPENSATION PANEL

MEETING #259 MINUTES

Purpose:	To determine medical, special cases and compensation claims.
Date and time:	Tuesday 25 June 2024 – 0930 to 1200hrs
Location:	Video Conference
Panel Members:	Graham Parry (Chair) Stephen Stansfeld (Medical) Phil Evans (Noise)
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-740354

Item 1	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740247
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>This claimant lives by himself and is disabled and has a carer. He is complaining of the constant noise, vibration and dust and has had to buy two air purifiers and is seeking:</p> <ul style="list-style-type: none"> • Noise cancelling headphones. • Compensation for the air purifiers he has had to purchase. • Payment for cleaning. • General compensation. <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 programme update of the 10th of June and the weekly site update of 21 June 2024 have been taken into consideration. The Panel note the claimant's comments in respect of dust, although from their observations they do not consider that dust is at such a level other than the usual levels for inner London locations.</p> <p>From the above and previous information and discussions, it is clear that significant works at the site are ongoing and will</p>

	<p>be for some time. Accordingly, taking into account the health issues of the claimant and the fact that he would not be able to utilise the fast-track award system, the Panel has determined to make the following award:</p> <ul style="list-style-type: none"> • Noise cancelling headphones to a maximum standard cost; • Running costs of the air purifiers at a standard rate; and • Two days of respite payment a week at the standard rate until the end of September 2024 (Note: <i>Recognising that the claimant cannot leave the property, this payment may, as an exception, be utilised if the claimant so wishes for takeaway meals, replacement filters for the air purifiers or cleaning costs with appropriate receipts provided</i>). <p>The Panel does not make retrospective payments for any other costs which may have been incurred other than in exceptional circumstances and therefore no compensation is awarded in respect of the costs of the air purifiers which the claimant purchased previously.</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 2	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740248 plus a number of videos.
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>This claimant doesn’t state the reasons for making the claim, i.e. how she is affected, but describes her various health issues which are significant.</p> <p>The claimant has supplied videos taken through her winter garden windows which do indicate significant noise from concrete breaking.</p> <p>The claimant is seeking a holiday away from the site.</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 etc</p>

	<p>The programme update of the 10th of June and the weekly site update of 21 June 2024 have been taken into consideration.</p> <p>From the above and previous information and discussions, it is clear that significant works are ongoing at the site and will be for some time. Accordingly, taking into account the significant health issues of the claimant, the Panel has determined to make an award of a one-week holiday break for the claimant and her son (the claimant should liaise with the Tideway Mitigation Team in respect of allowable costs). This is in addition to the fast-track award.</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-740256
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
Details of the award	<p>It would appear that this family is already subject to the fast-track scheme but is now requesting a holiday break away from the site.</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 etc</p> <p>The programme update of the 10th of and the weekly site update of the 21st of June were taken into consideration.</p> <p>The Panel has considered this claim very carefully in respect of all of the information available to the Panel and makes an offer of an award of an air/conditioning unit plus the standard payment per annum towards the running costs.</p> <p>The Panel does not consider that there is a strong case for an award of a holiday break.</p> <p>The Panel note that the fast-track award has been made as per Item 13 of these Minutes.</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 4	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740257
Relevant Tideway site	Greenwich Pumping Station
Decision	PART AWARDED
Details of the award	<p>The claimant is complaining of the ongoing noise affecting her and her son and causing feelings of depression and stress. She is seeking respite.</p> <p>The information sheet from May 2024 was taken into consideration</p> <p>It would appear that noisy works are now complete and further works should not have a significant impact especially given the location of this claimant's property. Accordingly, an award of temporary rehousing is not made. Nevertheless, taking into account the claimant and son's health issues, the Panel makes an award of one day of respite a week until the end of August 2024 for the claimant and her son at the standard rate.</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 5	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740302
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>This claimant states:</p> <p><i>I work from home as the company I work for is fully remote so I am at home almost every day and through working hours.</i></p> <p><i>I find that the site is so noisy at the moment that I have to keep the windows closed. This means that the flat heats up and gets very hot. And if I keep the windows open it gets dusty and I can't hear phone or video call conversations, which is important as these are part of my work.</i></p>

	<p><i>Additionally the site still has lights at night so the combination of light then along with noise early in the morning disturbs my sleep.</i></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 etc</p> <p>The programme update of the 10th of June 2024 and the weekly site update of the 21st of June were taken into consideration.</p> <p>This claim falls under the fast-track system determined by the ICP and, depending upon the number of people (evidenced to be living full time) at the property, the award is to be made up until the end of September 2024, as follows:</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. <p>As the claimant works from home, the Panel also make an award of an air conditioning unit plus the standard rate towards the running costs. An award is also made of noise cancelling headphones to a maximum standard cost.</p> <p>In respect of the request for blackout blinds, the claimant is referred to the Tideway Procedure for blackout blinds.</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>Tideway to implement the blackout blinds procedure.</p>

Item 6	Notes for the record
<p>Applicant Reference</p>	<p>The Panel have not received a claim form/information pack</p>
<p>Relevant Tideway site</p>	<p>Greenwich Pumping Station</p>
<p>Decision</p>	<p>NOT DETERMINED – DEFERRED</p>
<p>Details of the award</p>	<p>This claim has not been determined as no claim form has been received.</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 7	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740301
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>This claimant is claiming two days respite a week.</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 etc</p> <p>The programme update of the 10th of June 2024 and the weekly site update of the 21st of June have been taken into consideration. This is a claim eligible under the fast-track system determined by the ICP and, depending upon the number of people (evidenced to be living full time) at the property, the award is to be made up until the end of September 2024, as follows:</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><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 8	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740271

Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
Details of the award	<p>The claimant is now claiming:</p> <ol style="list-style-type: none"> 1. A holiday overseas for approx. 1 week 2. Therapy allowance) 3. Frequent respite allowance throughout the week with travel expenses covered 4. Overnight stays away from the home. <p>The Panel has considered all of the information available to the Panel and has determined to make an award which extends the existing respite of two days respite a week at the standard cost until the end of September 2024. Additionally, the award of one night of overnight accommodation a week is extended until the end of September 2024.</p> <p>The Panel did not consider that there was a case for an award in respect of an overseas holiday or a therapy allowance.</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 has not received a claim form
Relevant Tideway site	Chambers Wharf
Decision	NOT DETERMINED – DEFERRED
Details of the award	<p>This claim has not been determined as no claim form has been received.</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-740303
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimant is requesting: ... <i>to be away from our home during the removal of the cofferdam because the impact of the noise, dust and vibration is causing my family anxiety and stress. This is affecting our health as well as our mental state of mind.</i></p> <p><i>The constant noise, dust and vibration in our current environment are significant stressors that negatively impact our family’s wellbeing. A respite away would help me to provide to my family an immediate relief from these elements, offering a peaceful and quiet environment where they can relax, recover and reduce anxiety levels which is crucial for mental health recovery.</i></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 etc</p> <p>The programme update of the 10th of June 2024 and the weekly site update of the 21st of June were taken into consideration.</p> <p>The Panel has determined that the family is eligible for a fast-track award and therefore the following award is made until the end of September 2024:</p> <p>For each adult who is normally resident in the property: 2 days respite/ week at the standard rate.</p> <p>2. For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate.</p> <p>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.</p> <p>4. During school holidays, for each child who would normally attend school, 2 days respite per week at the standard rate.</p> <p>Additionally, if it would assist the claimant in working from home the Panel makes an award of noise cancelling headphones to a maximum standard cost.</p> <p>No award is made in respect of the family dog.</p> <p>The claimant should engage with the Tideway Mitigation Team to determine if advance payments can be 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

ANY OTHER BUSINESS – APPEALS IN RELATION TO PREVIOUS ICP MEETING #258

Item 11	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740356
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimant has appealed the previous decision made at ICP meeting #258 held on 11 June 2024.</p> <p>This claim was deferred until the Chair of the Panel could carry out a home visit.</p> <p><u>PMN</u></p> <p>The Chair of the Panel carried out a home visit on the 25th of June 2024 to the claimant’s property and reported to the Panel:</p> <p>The Panel have subsequently agreed that the following award should be made until the end of September 2024:</p> <p>For each adult who is normally resident in the property: 2 days respite/ week at the standard rate.</p> <p>2. For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate.</p> <p>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.</p> <p>4. During school holidays, for each child who would normally attend school, 2 days respite per week at the standard rate.</p> <p>Additionally, an award is made in respect of the cost of a portable air conditioning unit plus standard running costs.</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-740357
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	<p>The claimant's family situation and health issues are well understood and fully documented by the Medical Specialist. The family have had ongoing awards for some time.</p> <p>At ICP meeting # 258 on the 11th of June 2024, an award was made. The claimant is appealing this decision.</p> <p>The Panel has considered the request for an amended award very carefully in respect of the health issues of some family members and has taken into account the claimant's specific requests. However, the Panel has come to the consideration that the present award is proportionate in respect of the specific circumstances of the family and exposure to site activities.</p> <p>The Panel notes the comments in respect of the cost of noise cancelling headphones specifically for autistic children; however, in researching the cost of headphones for children with autism, the Panel considers that the previous award is sufficient to purchase a suitable set of headphones.</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

CHAMBERS WHARF FAST-TRACK AWARDS TO BE RATIFIED

Item 13	Notes for the record
Applicant Reference	n/a – Fast-Track Award
Relevant Tideway site	Chambers Wharf
Decision	Awarded
Details of the award	<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 made an award for 2 adults and 2 children (aged 5 and an infant who will be 1 on 19 July 2024) as follows:</p> <ol style="list-style-type: none"> For each adult who is normally resident in the property: 2 days respite/ week at the standard rate. For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate.

	<p>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.</p> <p>4. During school holidays, for each child who would normally attend school, 2 days respite per week at the standard rate.</p> <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><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>

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

Signed *Graham A Parry*

Date 26 July 2024

Graham Parry
Chair, Independent Compensation Panel