

# **MEETING NOTES**

Subject:	Chambers Wharf – Community Liaison Working Group		
Date and time: Tuesday 2 July 2024, 6:30pm – 8:30pm			
Location:	Chambers Wharf site office		
Chair:	Patricia Brown		
Notes: Emily Black			

#### **Attendees**

## Independent Chair

• Patricia Brown (PB)

#### Southwark Council

- Catherine Brownell (CB)
- Jacqueline Christie (JC)
- Richard Earis (RE)
- Roger Taylor (RT)

#### Residents

CACPDRFALBC

MaMMyMHNHO

NM

PMRM

• SG

SBVO

## Tideway project staff

- Andy Mitchell, Chief Executive, Tideway (AM)
- Allen Summerskill, Stakeholder and Consents Manager, Tideway (AS)
- Emily Black, Engagement Manager, Tideway (EB)
- Sophie Vicard, Chambers Wharf Project Manager, CVB (SV)
- Jesse Barr, Chambers Wharf Site Agent, CVB (JB)
- Lydia Claxton, Environmental Advisor, CVB (LC)
- Martin Griffiths, Senior Community Relations Manager, CVB (MG)
- Demi Dean, Communications & Stakeholder Manager, Thames Water (DD)
- GG (work experience) (GG)

Item	Topic
1	Film
	A short film was shown at the start of the meeting of the finished super sewer tunnel at Chambers Wharf. This closes an action from the previous meeting to show a video of the finished tunnel.

**Action 1 -** Tideway to circulate the meeting slides, video shown and documents mentioned in the meeting to the attendees. Action completed, links and documents have been emailed to attendees and slides have been emailed to the mailing list.

The slides from the session are available here - <a href="https://www.tideway.london/media/6903/chambers-wharf-clwg-july-2024-website.pdf">https://www.tideway.london/media/6903/chambers-wharf-clwg-july-2024-website.pdf</a>

This video shared can be viewed here - https://www.youtube.com/watch?v=ekm88lK9Yiw

A selection of films about the project can also be viewed on our dedicated YouTube channel – Tunnel Vision - https://www.youtube.com/@TidewayLondon/videos

# 2 Welcome, introductions and apologies

PB welcomed everyone and introductions were made.

PB noted that Tideway's Chief Executive Andy Mitchell was attending the session and she knew it had been important for community members. It also closes an outstanding action from the previous two meetings.

Apologies were received from:

Councillor Rachel Bentley

## 3 Notes and actions from previous meetings

The notes were agreed from the previous session.

PB ran through the open actions from the last meeting and key actions from previous meetings before that. See tables at the end of these notes for the updated actions from previous meetings and the actions resulting from today's meeting.

PB noted that the open actions from previous meetings include the team to host a general presentation about the science of noise and how its measured. An update is provided in the Noise and Environment section below.

# 4 Southwark Council - Section 106 and Community Enhancement Fund updates, Jacqueline Christie (JC)

JC provided an update on Southwark Council's work on the Community Enhancement Fund and the Section 106 projects. See <u>slides</u> 6-23.

Updates include:

 Scott Lidgett and Wickfield playground improvements - consultation has been undertaken and work is due to start after the summer holidays Community Enhancement Fund applications overview

- 67 applications have been submitted over the course of the initiative, of these 55 applications were approved
- Of the £1million originally available, over £910,000 has been given to support local community led projects.
- Approximately £82,000 is still remaining in the Community Enhancement Fund
- Residents with community improvement ideas are encouraged to work together to make an application to the Community Enhancement Fund
- Full details and the application form are available on Southwark Council's website at https://www.southwark.gov.uk/tideway
- The next deadline for applications is 30 August 2024

JC provided an update on recent successful Community Enhancement Fund applications including:

- Dickens Estate community greening including wildlife friendly hedges and three year maintenance plan
- Wrayburn Tenant Management Organisation ecology projects including birdboxes and providing a vegetable garden
- Schools Out at Salmon Youth Centre including summer activities, day trips and a residential trip for local young people
- Cranbourne Passageway Project to de-pave and green the walkway
- Old Justice pub defibrillator has been installed
- Bermondsey Operation Soft play soft play sessions for under 5s
- Riverside Primary School installation of a greenhouse and water collection unit and funding for the new PTA group to provide school trips and organise a first summer fair

## Fountain Green Square revival project (community enhancement fund)

JC noted that consultation is still ongoing with residents of the square regarding the Fountain Green Square project. The project included proposals for greening the area and refurbishing the water fountain.

- Some residents in attendance at the meeting felt they had not been communicated with regarding the proposals.
- JC noted that there had been a range of activities undertaken to try to engage with residents including door knocking / posters / an engagement event in the Old Justice Pub / details included in the Tideway weekly enewsletter.
- JC will also be door knocking again regarding future consultation activities.

**Action 2** - Tideway & Southwark Council to add email addresses of the three residents that said they were not receiving communications to the relevant mailing lists. Action completed.

**Action 3** - Southwark Council and successful Fountain Green Square Community Enhancement Fund applicant to undertake further engagement / consultation with Fountain Green Square residents/owners.

**Question -** Who owns the green space to north of Old Justice Pub?

**Response -** Southwark Council noted at the meeting that they understood the land may be part of the highway and so thought it belonged to Southwark Council.

**Action 4 -** Southwark Council to clarify who owns land/greenspace in front of Old Justice pub.

**Question -** If there is only budget for maintenance for three years for the projects that site in council owned land, what happens after three years?

**Response -** Southwark Council noted it then gets handed over to the Council to maintain.

**Question -** How long will the Community Enhancement Fund stay live for? **Response -** The fund will stay active until all the funds have been allocated. Southwark Council are expecting to allocate the remaining funds in the next round (or round after)

**Question -** Residents were unsure about the impact to service charges in relation to improvements made following applications to the Community Enhancement Fund

**Response -** Southwark Council noted that service charges are not calculated on an individual property basis but instead are calculated on a flat rate for all properties across the borough.

**Action 5 -** Southwark Council to provide clarification on any impacts to service charge from Community Enhancement Fund improvements.

#### Cherry Garden play space improvement project

JC provided an update on the current consultation activities regarding the Cherry Garden play space improvement project. There are two options that the council is seeking views on. JC will be doing a door knocking exercise for residents around Cherry Garden.

Residents are also encouraged to come and discuss the new refreshed play area options at the below time:

- Venue: On the Thames Path (by fish mosaic)
- Date: Thursday 11 July 2024
- Time: 2 4pm
- You can also send your comments in online to: Community.Engagement@southwark.gov.uk

PB commented that that the timings seemed quite early. JC has aimed timings at parents collecting children from school/nursery.

#### 5 Updates from the Tideway project team

## Covering:

• Update on the wider project

- Construction update and upcoming activities
- Cofferdam removal
- Working hours
- Programme
- Noise and air quality
- Mitigation and contacting Tideway
- Legacy and Community Investment

## 5.1 Update on the wider project

EB provided an update on the wider Tideway project.

- The final major construction work has been completed underground
- The wall between the existing Thames Water Lee Tunnel and the new Tideway tunnel has been removed creating one continuous tunnel between Acton and Beckton - the London Tideway Tunnel
- Over the summer the various site teams will connect the relevant combined sewer overflow discharge points along the route into the tunnel
- Later this year we will start storm testing
- The super sewer is planned to be fully operational in 2025

**Question -** The Tideway team were asked if there was a garden project inside the tunnel.

**Response -** EB confirmed that there had been a temporary artistic installation inside the tunnel in the summer of 2023, which has now been removed.

The project was called <u>Loo Gardens</u> and was in place for three weeks. Members of the public could win a free ticket via a competition run by Time Out magazine.

## 5.2 Construction update and upcoming activities

SV and JB provided an update on what has recently happened on site and what is upcoming.

- Noise enclosure has been fully removed from above the shaft
- Backfill material has been installed on top of shaft cover, as it needs to be raised to the final ground level.
- Team has completed the piling required for the new permanent river wall (63 piles).
- Team has been installing the capping beam on top of the new river wall. This work will finish by the end of July. To reduce the level of concrete breaking by 50% the team have been trialling a vacuum excavator method.
- Kiosk and air treatment unit. These permanent structures will be completed by the end of the summer. The kiosk has a brown roof that has now been installed. Brown roofs are self-seeding and require less water / maintenance.

Question - How will the team access the tunnel for future maintenance?

**Response -** There are access hatches at the top of the shaft, a maintenance regime will be in place to inspect the tunnels.

Upcoming activities include:

- Cofferdam removal which is starting from July 2024
- Kiosk commissioning this is when we test the electrical and mechanical equipment inside the kiosk building

Upcoming work - architecture and landscaping

**Question -** When does the architecture and landscape work start?

**Response -** It has already started with the construction of the kiosk and the brown roof. This phase of work contain many elements including the new river wall and the intertidal planting in the riverside.

**Action 6 -** Team to include some more visuals of the architecture and landscape drawings / reference photos in next session.

Question - Will there be a river walk in front of the site?

Response - Yes, but it will be delivered by others, not Tideway.

Question - When will the Thames Path open up at the front of the site?

**Response -** It will remain closed while Tideway is on site, it will likely reopen after the construction of the subsequent development.

Upcoming work - creation of new access gate on Loftie Street

**Question -** Where will the Loftie Street access gate be located?

**Action 7 -** Team to provide a plan of where the new Loftie Street access gate will be located.

**Question -** Will the change to the Loftie Street access gate have an impact on parking?

**Response -** Not in the long term, although there may be the ad hoc day when parking needs to be suspended during maintenance work for crane access.

## 5.3 Removal of Cofferdam – Summer 2024 to Spring 2025

SV and JB explained that there is some significant work starting at the Chambers Wharf site as we remove the cofferdam and prepare to finish at the site. The cofferdam is the temporary area of land that was built out into the river that allowed Tideway to build the underground tunnel, shaft and structures. Upcoming work includes:

 Installation of two new sheet pile connection walls, known as crosswalls, to create three areas within the cofferdam (east, central and west). This allows for the safe removal of the cofferdam.

- There will be breaking of the concrete platform. Which will start from 8 July for approximately 2 months.
- From the previous meeting the team have identified the need for an additional cross wall to be installed following the design reviews. This ensures safe working for our teams on the cofferdam (two new crosswalls required in total).
- The two crosswalls are made up of approximately 24 new sheet piles which will be installed by vibro hammer (but may require impact pile unit).
- The hinterland (the centre of the cofferdam) and the fill will be removed using excavators and material removed by barge.
- The cells will then be excavated and sheets removed in a sequence working from east to west.
- Most of the sheet piles will be removed using a Dawson hydraulic piler.
   The remaining piles that cannot be removed using the Dawson will be removed using a vibro hammer.
- We will mainly be using barges to avoid removing material by vehicle.

The anticipated removal sequence is as follows (residents will be kept updated via the weekly enewsletter:

- Installation of two new sheet pile cross walls to create eastern, central and western cofferdam cells. Expected to start mid-summer and take 2 to 3 weeks.
- 2. Removal of hinterland area. Starting mid-summer
- 3. Removal of eastern twin wall cofferdam cell starting next to Fountain Green Square. Removal of western twin wall cofferdam cell. Starting autumn 2024 and finishing next to Luna House in spring 2025

## 5.4 Working hours

Standard working hours on the site are normally:

- Monday to Friday: 8am to 6pm
- Saturday: 8am to 1pm

Following feedback from Southwark Council and the local community, over the last few Saturdays the team have been trialling a later start and finish time for concrete breaking activities. The trial time is 9am-2pm, on Saturdays. Other, non-concrete breaking, work will still take place on site between 8am-9am.

In addition to the above - capping beam activities are taking place in extended working hours:

- Monday to Friday: up to 10pm
- The team will endeavour to finish all works onsite by 6pm, but other support activities, such as moving materials and pouring concrete, may continue until 8pm
- We have provision agreed with Southwark Council to fix steelwork until 10pm, if necessary
- Certain activities and barge movements that are dependent on the tide may take place between 5am and 10pm

The Saturday working hours and trial concrete breaking hours created some discussion and confusion at the meeting.

**Action 8 -** Tideway to make the Saturday working hours clearer in outward communications.

**Question -** has the later working on Saturday trial started, how long is it going on for?

**Response -** Yes, we have started, the later Saturday hours and the trial will be ongoing. We have received some anecdotal feedback from residents both positive and negative about the hours.

**Question -** It was noted that residents did not know how they could feedback on the working hours trial for later start & finish concrete breaking on Saturdays. Residents can feedback at this meeting, or via Tideway's helpdesk (<a href="helpdesk@tideway.london">helpdesk@tideway.london</a>) or directly to Southwark Council's environmental team (environment@southwark.gov.uk).

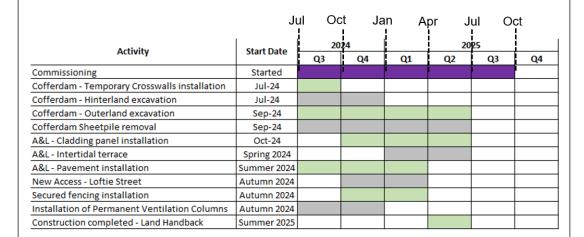
**Action 9 -** Tideway to ask residents for feedback on the trial Saturday hours for concrete breaking in the weekly enewsletter.

**Question -** Is it possible to have a noise monitor on the north side of the river. during the cofferdam removal works?

**Action 10 -** CVB to get some attended noise monitoring arranged for the north side of the river, during cofferdam removal works.

#### 5.5 | Programme

SV and JB talked through the upcoming programme for the next 6 months and the high level programme to the end of the project. Slides 35 and 36 of the slide pack.



The following questions were received regarding the programme / remaining work. Kiosk and temporary fencing

**Question -** How high is the temporary fencing that is going up around the kiosk?

**Response -** The temporary palisade fencing will be 3.6m high

**Question -** How will the fencing deter climbers?

**Response -** It will be 3.6m high steel palisade fencing. This is high security fencing with anti-climb measures at the top.

Development following on from Tideway

**Question -** Will Tideway's CCTV cameras remain in operation when the developer takes over the site?

**Response -** Tideway's camera's will be removed. The developer may put up new CCTV cameras.

**Question -** Will there be any overlap between Tideway's works and the developer's works?

**Response -** Discussions are ongoing about the handover of the site.

**Question -** What will the site look like after Tideway completes work? What will the site look like after the developer completes work?

**Response -** Tideway will leave a flat area of hardstanding for the developer. We are exploring the idea of leaving the offices on site with the incoming developer.

The incoming developer St James recently held a drop-in at the Old Justice Pub regarding their plans for the site. The plans can be viewed on Southwark Council's planning portal.

**Action 11 -** Tideway to include visuals of how the site will look once Tideway has gone at the next session.

Overall programme

Question - Are you behind on programme?

**Response -** JB noted that we are maintaining the current programme at Chambers Wharf and have maintained it since the last meeting.

Question - How long was lost to Covid-19? Did it cause a delay?

**Response -** AM explained that overall, there was a 6-month delay on the Tideway project because of the impact of Covid-19. For six weeks we had to stop work and then when we returned to work new practices needed to be put in place to ensure social distancing could be maintained in the tunnel. We also had less people working and needed to create bubbles for those working together.

**Question -** Can bad weather affect the programme?

**Response** – Yes, we can be impacted by extremes of weather, including rain and wind for crane manoeuvres. We also impacted by the tide times for some of our activities. Our programme includes an allowance for weather delays.

**Question -** When will the noise from the Tideway works at Chambers Wharf finish?

**Response -** The current programme is June 2025?

#### 5.6 Noise and environment management

PB reminded the team of the open action from the March 2024 meeting for the team to host a general presentation about the science of noise and how its measured. AS noted that the team hope to run an afternoon session in the Visitor Centre in August / September. This existing action remains open.

LC presented on the noise and air quality monitoring.

There have been zero Section 61 noise exceedances in the last 6 months. Attended monitoring has also been undertaken.

There have been zero air quality exceedances in the last 6 months (24h PM10) Any exceedances shown by our monitors are investigated thoroughly after we are alerted.

Some of the key methods for reducing noise levels onsite include:

- Planning construction methodologies with noise impacts as a key consideration (Section 61 consent)
- Monitoring noise across site to identify exceptional noise sources
- Acoustic screening static plant where possible
- Localised screening of loud activities (concrete breaking, floor sawing etc) where possible
- Sourcing / developing low noise plant & equipment where possible
- Shutting down plant and equipment when not in use
- Offsite fabrication of construction elements where possible
- Using mains electricity to power equipment where practicable
- Alternative concrete cutting techniques used to reduce noise when breaking concrete

#### Cofferdam removal

**Question -** When the cofferdam is being removed – will there be dust? **Response -** The team will be damping down where necessary. The cofferdam aggregate is tidally impacted meaning it will be wet with river water when it is being removed.

**Question -** Will you carry out the regular window washing that was previously agreed?

**Action 12 -** Tideway to contact the contractors who conducted the discretionary offer to fund window cleaning to adjacent properties.

**Question -** There was a yellow buoy in the middle of the river that was removed early on. Will it be going back, birds used it for nesting?

**Action 13 -** CVB to look into whether the buoy was removed by the project / if it will be going back.

**Question -** There was some graffiti on the hoardings, did your team clean it off? **Response -** The team do regular patrols around the site and will clean graffiti when they see it / if it is reported to them.

**Question -** Is anyone monitoring how polluted the river is currently? **Response -** Baseline studies have been done to study current pollution levels. The Zoological Society of London (ZSL) also do studies on aquatic wildlife and the health of the river.

## 5.7 Mitigation and contacting Tideway

Although the team will try to minimise the impact of cofferdam removal works, it will be noisier than previous tunnelling and secondary lining works. If you believe you will be affected, you should apply to the Independent Compensation Panel (ICP) from now onwards.

The panel has arranged a fast-track approach to consider applications for additional mitigation for previous successful claimants. The ICP fast-track process will prioritise members of the community located adjacent to the site who have a clear view of the cofferdam removal works and/or have personal circumstances which may mean they are impacted to a greater degree by work onsite.

The ICP will meet on a more frequent basis between now and the end of cofferdam removal work and the process should require less documentation for those that have successfully applied previously, enabling affected residents to obtain mitigation faster, once they have had an application approved by the panel.

Residents are encouraged to apply to the Independent Compensation Panel early and from now onwards if they feel they need additional mitigation. Mitigation from the effects of cofferdam removal could include things such as:

- noise cancelling headphones
- temporary office accommodation if you work from home
- periods of daily respite to enable you to leave your property during noisier periods
- receiving reimbursement for daytime activities undertaken during noisy periods
- short- or long-term rehousing during cofferdam removal works

To be considered for mitigation you will need to make an application to the ICP and specify what mitigation you believe will be suitable for your personal circumstances.

If a resident believes they will be affected by the upcoming cofferdam removal works, they can download the application form from the Tideway website: <a href="here">here</a>

For personal assistance contact our Helpdesk: 08000 30 80 80 or helpdesk@tideway.london.

Alternatively, residents can contact Jackie Christie at LB Southwark to provide assistance in making an ICP application. She can be contacted via <a href="mailto:jacqueline.christie@southwark.gov.uk">jacqueline.christie@southwark.gov.uk</a>

The Helpdesk 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

For independent advice contact Independent Advisory Service (IAS) Helpline: 0800 917 8845 or <a href="mailto:info@tidewayias.co.uk">info@tidewayias.co.uk</a>

**Question -** When should we apply to the Independent Compensation Panel? **Response -** From now onwards.

Question - Why do different people get different ICP awards?

**Response -** It is on a case-by-case basis, and people may apply for different things or have different circumstances.

**Question -** I have moved out of my property - When can I return to my property? When will the work finish?

**Response -** It is up to you when you move back. Tideway's work is scheduled to finish in Summer 2025.

**Question -** On the ICP form it only asks one or two questions – is that correct? **Response -** Yes, it is a simple form but we encourage you to provide documentation / evidence to support your application.

**Question - What documents are required by the ICP?** 

**Response -** It depends on your application but the panel may request to see evidence of who lives in the property, medical evidence, evidence of carer, evidence of home working etc.

# 5.8 | Legacy and Community Investment

MG provided a summary of the recent activities for community investment that CVB have carried out, including:

- Tideway shortlisted for Environmental Project of the Year in British Construction Industry Awards
- Better Society Awards Tideway were Highly Commended
- Senior Project Manager won European Women in Construction & Engineering Project Manager Award

- JB raised funds for Guide Dogs in the London Marathon
- Next edition of resident magazine River Times landing on doorsteps soon
- Tideway Sustainability report published last week showing 79 Apprentices here in Tideway East, we have planted 126 trees across our 5 East boroughs and 627 Southwark residents employed at our six East sites
- Nine work experience students have visited CVB in 2024 so far
- London Rivers Week: Thames21 foreshore litter survey undertaken
- PPE donation to charity Constructionarium to help train students for future careers
- Community Enhancement Fund planting by Old Justice pub and at Wrayburn House (team helped with delivery of the planters
- University of the Third Age visited the Chambers Wharf offices East London branch.

# 6 Any other business and close of meeting

Question - Will Thames Water's future affect the project?

**Response -** AM noted that he doesn't feel the Tideway project is at risk.

Chief Executive Andy Mitchell thanked residents for the feedback and said that the project needs to continue to listen to feedback. He also thanked Southwark Officers for attending.

He said the project is getting closer to cleaning up the river.

PB thanked everyone for attending and closed the meeting.

Actions	Actions from today's meeting (2 July 2024)			
Date	Action	Who	Status	
2 July 2024	Action 1 - Tideway to circulate the meeting slides, video shown and documents mentioned in the meeting to the attendees.	Tideway	Action completed. The below documents / links have been emailed to the residents that attended:  the CLWG slide pack the ICP form and contact details the St James development leaflet the link to Chambers Wharf visit to the tunnel film <a href="https://www.youtube.com/watch?v=ekm88lK9Yiw">https://www.youtube.com/watch?v=ekm88lK9Yiw</a> The slide pack has been emailed to the entire mailing list.	
2 July 2024	Action 2 - Tideway & Southwark Council to add email addresses of the three residents that said they were not receiving communications to the relevant mailing lists.	Tideway / Southwark	Action completed – emails added to mailing lists.	

2 July 2024	Action 3 - Southwark Council	Southwark and CEF	Action open.
	and successful Fountain Green Square Community Enhancement Fund applicant to undertake further engagement / consultation with Fountain Green Square residents/owners.	applicant	
2 July 2024	Action 4 - Southwark Council to clarify who owns land/greenspace in front of Old Justice pub.	Southwark	Action open
2 July 2024	Action 5 - Southwark Council to provide clarification on any impacts to service charge from Community Enhancement Fund improvements.	Southwark	Action open
2 July 2024	Action 6 - Team to include some more visuals of the architecture and landscape drawings / reference photos in next session.	Tideway / CVB	Action open
2 July 2024	Action 7 - team to provide a plan of where the new Loftie Street access gate will be located.	CVB	Action open
2 July 2024	Action 8 - Tideway to make the Saturday working hours clearer in outward communications	Tideway / CVB	Action completed. Clearer working hours have been added to the website and weekly enewsletter.
2 July 2024	Action 9 - Tideway to ask residents for feedback on the trial Saturday hours for concrete breaking in the weekly enewsletter.	Tideway / CVB	Action completed. Details to feedback regarding Saturday working hours were included in the weekly enewsletter.
2 July 2024	Action 10 - CVB to get some attended noise monitoring	CVB	Action open

	arranged for the north side of the river during cofferdam removal works.		
2 July 2024	Action 11 - Tideway to include visuals of how the site will look once Tideway has gone at the next session.	Tideway / CVB	Action open
2 July 2024	Action 12 - Tideway to contact the contractors who conducted the discretionary offer to fund window cleaning to adjacent properties.	Tideway	Action open
2 July 2024	Action 13 - CVB to look into whether the buoy was removed by the project / if it will be going back.	CVB	Action open

Actions from previous meeting (March 2024)			
Date	Action	Who	Status
26 Mar 2024	Tideway team to provide an update about the possibility of hoarding off the dead-end of the Thames Path near Fountain Green Square to reduce anti-social behaviour.	Tideway / Southwark Council	Action closed - AS provided an update to say that unfortunately Tideway have looked into this, but they cannot change the hoarding line in this location.
26 Mar 2024	Tideway to show a video of the below ground tunnel and shaft at the next CLWG.	Tideway	Action completed. This short video was shown at the start of the meeting on the 2 July 2024. <a href="https://www.youtube.com/watch?v=ekm88lK9Yiw">https://www.youtube.com/watch?v=ekm88lK9Yiw</a>
26 Mar 2024	Team to provide paper copies of the programme at future CLWGs.	Tideway / CVB	Action completed. Paper copies of the programme were provided and will be provided at following meetings
26 Mar 2024	The team to host a general presentation about the science of noise and how its measured.	Tideway / CVB	Action open - AS noted that the team hope to run an afternoon session in the Visitor Centre in August / September.

26 Mar 2024	Details of the Independent Compensation Panel fast track process to be shared with residents	Tideway / ICP	Action open and ongoing - Details about the Independent Compensation Panel fast track process continue to be shared via information sheets and weekly e-newsletter.
	sly open actions from		
Date	Action	Who	Status
14 Nov 2023	Tideway team to provide an update regarding the cofferdam removal timescales and methodology at the next meeting.	CVB	Open and ongoing  This item was presented at the meeting on 26 March and 2 July 2024 and will remain on the agenda.
14 Nov 2023	Tideway to continue to provide notice to residents ahead of noisy activities including the cofferdam removal.	CVB / Tideway	Open and ongoing. The team continue to provide information to residents on a weekly email via our mailing list. Information sheets are also posted to residents regarding significant activities.
14 Nov 2023	Tideway to invite Andy Mitchell (Tideway CEO) and Graham Parry (Independent Compensation Panel chair) to the next CLWG which is expected to take place in March 2024.	Tideway	Action completed – Graham Parry attended the meeting on the 26 March. Andy Mitchell attended the meeting on the 2 July.
14 Nov 2023	CVB to look into the request for a site visit for residents.	CVB	Action closed. There isn't much to see on the site currently. The view from the window shows what the site looks like now.
14 Nov 2023	Tideway to discuss calls not being transferred with the Helpdesk to ensure it does not happen again.	Tideway	Action closed – we have spoken with the call centre and details of complaints are sent to Southwark Council on a monthly basis. All complaints are also sent through to the Engagement Manager for their awareness.
21 Nov 2022	Future developer to be invited to CLWG meeting at appropriate time.	Tideway	Open – developer to be invited in due course.  It was noted that St James had sent out a leaflet advertising a drop-in event they hosted in the Old Justice Pub in May.  This leaflet was circulated by Tideway via our weekly enewsletter in May. EB also emailed it following the meeting to the residents that attended.
4 July 2022	Team to present at future CLWG on the reused and recycled elements of the project.	CVB	Open and ongoing – team will continue to highlight where we have reused and recycled elements of the project.