

# INDEPENDENT COMPENSATION PANEL

## MEETING #265 MINUTES

<b>Purpose:</b>	To determine medical, special cases and compensation claims.
<b>Date and time:</b>	Tuesday 24 September 2024 – 0900hrs to 0945hrs
<b>Location:</b>	Video Conference
<b>Panel Members:</b>	Graham Parry (Chair) Stephen Stansfeld (Medical) Phil Evans (Noise & Vibration)
<b>Abbreviations:</b>	'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
<b>Document Number:</b>	2350-TDWAY-TTTUN-990-ZZ-ZZ-740557

Item 1	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in <b>pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740532</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>AWARD CONFIRMED</b>
<b>Details of the award</b>	<p>The family's health and personal circumstances are well known to the Panel and fully described by the Medical Specialist.</p> <p>The last claim was considered by the ICP at meeting # 260 held on Tuesday 9 July 2024. At that meeting, the claimant and her family were awarded the Fast-track scheme.</p> <p>The claimant has previously received the fast-track award of respite days and it has also been agreed that, as the children are home schooled, they could have two respite days a week at the agreed rate at all times of the year. The award was recently extended until the end of January 2024.</p> <p>The Panel is fully aware of the on-going construction work as described at Item 9 of these Minutes.</p> <p><b>The Panel is of the consideration that the existing respite award adequately covers events such as the New Scientist Exhibition and that the existing respite award can be used for attendance at that event. No additional award is made.</b></p> <p><b>Claimants should ensure that they read the Guidelines below.</b></p>

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

Item 2	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740534</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>AWARD AMENDED</b>
<b>Details of the award</b>	<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 held on the 11<sup>th</sup> of June 2024, the Panel made the following determination:</p> <p><b><i>The Panel has considered this claim very carefully and is fully aware of the medical issues related to some of the family members. However, the Panel is of the view that the fast-track award provides a reasonable level of respite for all family members including during school holidays and, therefore, no further award is made in that respect.</i></b></p> <p><b><i>With respect to the request for replacement noise cancelling headphones, the Panel makes an award of 3 No. sets at £100/set noting however that, if looked after properly, they should not have needed replacing.</i></b></p> <p>Subsequent to the above decision, it was agreed that the claimant could use weekday respite payments for a weekend away.</p> <p>The claimant then appealed the above decision, i.e. not allowing holiday respite, and submitted four videos of noise from the site with ventilation door open and closed and with some from the pavement. There is evidence of excessive noise occurring at times particularly with the ventilation door open for ventilation. The ICP determined the appeal as follows:</p> <p><b><i>The Panel has considered this claim very carefully and has determined to make an award of a 7-day holiday break for all family members to be taken in the summer school holiday period. The claimant will need to engage with the Tideway Mitigation Team with respect to costs.</i></b></p> <p><b><i>The Panel did not consider that there were any extenuating circumstances which warranted a longer holiday break noting that they would still be able to claim the fast-track award other than when they are on the holiday break.</i></b></p>

	<p>The claimant has now come back to the ICP.</p> <p>The Panel is fully aware of the on-going construction work as described at Item 9 of these Minutes.</p> <p><b>The Panel has considered all of the information in relation to the site activities and the claimants’ personal circumstances and note that the fast-track award has already been extended to the end of January 2025. Whilst the claim highlights issues with respect to noise and dust, the Panel has visited the site area on numerous occasions and recently on the 20<sup>th</sup> of September 2024 and did not note any evidence of increased dust levels. The Panel also noted that noise from the site is intermittent.</b></p> <p>The Panel has determined that no additional awards are made, although the claimant may aggregate two weeks of respite awards if they so wish to take an extended break away from the site during this October half term.</p> <p><b>Claimants should ensure that they read the Guidelines below.</b></p> <p><b><u>All awards are subject to Tideway’s Guidelines for Implementation of ICP decisions.</u></b></p> <p><b><u><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></u></b></p>
<p><b>Further information required/actions arising</b></p>	<p>None</p>
<p><b>Information/action requested from Tideway</b></p>	<p>None</p>

Item 3	Notes for the record
<p><b>Applicant Reference</b></p>	<p>The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740540</b></p>
<p><b>Relevant Tideway site</b></p>	<p>Chambers Wharf</p>
<p><b>Decision</b></p>	<p><b>AWARDED</b></p>
<p><b>Details of the award</b></p>	<p>This claimant has previously made claims for loss of rent and hence has not been considered with respect to noise or vibration disturbance etc. The apartment is on the east side of Luna House overlooking the CHAWF site.</p> <p>She states and claims as follows:</p> <p><i>In the coming months and until the June 2025 I require alternative accommodation for work. My work space overlooks the site and will be unbearable while the dismantling of the site is underway.</i></p> <p><i>The following mitigation would be helpful for my situation.</i></p> <p><i>I have located alternative office accommodation near London Bridge. I have forwarded already the documentation from them.</i></p> <p><i>This is to start on 1 October 2024 until 1 June 2025.</i></p> <p>The Panel is fully aware of the on-going construction work as described at Item 9 of these Minutes.</p>

	<p>From the above and previous information and discussions, it is clear that significant works are ongoing.</p> <p><b>The Panel has determined that, due to the proximity of the apartment to the site and the need for the claimant to carry out their work in a quiet location, the request for alternative office accommodation is approved until the end of June 2025. The award is in respect of the rates identified by the claimant as above. The claimant must contact Tideway Mitigation team to agree the costs, particularly as to how the Retainer Fee will be managed.</b></p> <p><b>Claimants should ensure that they read the Guidelines below.</b></p> <p><b><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></b></p> <p><b><u><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></u></b></p>
Further information required/actions arising	None
Information/action requested from Tideway	Tideway Mitigation Team to liaise with the claimant in respect of alternative office accommodation costs.

Item 4	Notes for the record
Applicant Reference	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740531</b>
Relevant Tideway site	Chambers Wharf
Decision	<b>AWARDED</b>
Details of the award	<p>This claimant has started working from home and, under the terms of his contract, must work from home and not an alternative office space.</p> <p>The Panel is fully aware of the on-going construction work as described at Item 9 of these Minutes.</p> <p>The Panel has considered this claim very carefully and makes an award in respect of a pair of noise cancelling headphone to a maximum cost of £100.</p> <p>The Panel has also considered the request for a humidifier/cooler; however, as we are moving into the cooler part of the year, the Panel does not consider that overheating will occur to such an extent as to result in any health impacts or discomfort, therefore, no award is made for a humidifier/cooler.</p> <p><b>Claimants should ensure that they read the Guidelines below.</b></p> <p><b><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></b></p> <p><b><u><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></u></b></p>
Further information required/actions arising	None

Information/action requested from Tideway	None
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Item 5	Notes for the record
Applicant Reference	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740539</b>
Relevant Tideway site	Chambers Wharf
Decision	<b>AWARDED</b>
Details of the award	<p>This claimant has stated: <i>Noise-cancelling headphones could probably help!</i></p> <p>The Panel is fully aware of the on-going construction work as described at Item 9 of these Minutes.</p> <p><b>The Panel has determined that, as requested, in order to assist in working from home, the Panel makes an award of noise cancelling headphones to a maximum cost of £100.</b></p> <p><b>Claimants should ensure that they read the Guidelines below.</b></p> <p><b><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></b></p> <p><b><u><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></u></b></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

### **ANY OTHER BUSINESS: HOME VISIT AND APPEALS**

Item 6	Notes for the record
Applicant Reference	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740366</b> and an appeal email from the claimant to ICP Admin dated 12 August 2024
Relevant Tideway site	Chambers Wharf
Decision	<b>PART AWARDED</b>
Details of the award	<p>The Panel members carried out a home visit on the 20<sup>th</sup> of September 2024. At the time of the site visit, there was no noisy activity occurring at the site. The Panel was able to discuss with the claimant how noise from the site was affecting her in working from home and have subsequently viewed five videos which clearly identify the extent to which noise was impacting her lounge area. Of the five videos, one was in respect of noise into the claimant's office space within her property but to the rear which, whilst the noise reduced in volume, it was nevertheless disturbing within a work environment.</p>

	<p>The Panel is fully aware of the on-going construction work as described at Item 9 of these Minutes.</p> <p><b>The Panel has determined to make an award of two days respite a week at the standard rate of £30/day until the end of January 2025 when the award will be reviewed.</b></p> <p><b>The Panel reiterates its previous offer from Meeting #261 of the cost of noise cancelling headphones to a maximum amount of £100 to assist with working from home.</b></p> <p><b>Based on site observations and previous air quality monitoring reports, the Panel remains of the firm view that dust migration from the site is minimal, and it would not impact the claimant's property. As such, no award is made in respect of an A/C unit, repainting the property, or the cost of a new vacuum cleaner.</b></p> <p><b>Claimants should ensure that they read the Guidelines below.</b></p> <p><b><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></b></p> <p><b><u><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></u></b></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 7	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740512</b> and an appeal email from the claimant to Tideway Mitigation dated 10 September 2024
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>DEFERRED</b>
<b>Details of the award</b>	<p>The claimants by way of recent email correspondence variously dated 18<sup>th</sup> and 23<sup>rd</sup> of September 2024 have queried and appealed the award offered in the Minutes Meeting # 261.</p> <p><b>The Panel has carefully considered the further requests from the claimants; however, we have determined to defer a decision until a home visit can be arranged. The purpose of the home visit will be to discuss fully the claimants' concerns and to determine whether the previous award should be amended.</b></p> <p><b><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></b></p> <p><b><u><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></u></b></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 8	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740425</b> and an appeal email to ICP Admin dated 16 September 2024
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>NOT AWARDED</b>
<b>Details of the award</b>	<p>The Panel is fully aware of the claimant’s health issues and the location of their flat.</p> <p>Previously, the Panel made an award of the fast-track scheme which took into account the claimant’s health issues.</p> <p>The claimant is now requesting that the award should be backdated. It should be noted that the award is in respect of respite days away from the site and is only ever backdated in very exceptional circumstances.</p> <p>The Panel notes that, until recently, noise from the site was very limited as many of the site activities were occurring within the acoustic shed during the claimant’s illness and recovery.</p> <p>The Panel is fully aware of the on-going construction work as described at Item 9 of these Minutes.</p> <p><b>The Panel therefore confirm that the award is not backdated as there are no exceptional circumstances identified.</b></p> <p><b>Claimants should ensure that they read the Guidelines below.</b></p> <p><b><u>All awards are subject to Tideway’s Guidelines for Implementation of ICP decisions.</u></b></p> <p><b><u><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></u></b></p>
<b>Further information required/actions arising</b>	None
<b>Information/action requested from Tideway</b>	None

Item 9	Notes for the record
<b>Address of affected property</b>	<b>Chambers Wharf Area</b>
<b>Relevant Tideway site</b>	<b>Chambers Wharf (“CHAWF”)</b>
<b>Details of site activities</b>	<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>With regard to programme for the site, the following is provided from the CHAMBERS WHARF COMMUNITY LIAISON WORKING GROUP presentation of Tuesday 2<sup>nd</sup> of July:</p>

Activity - Phase 9	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
General works							
Marine movements							
River Wall Piling and Capping Beam Central							
Installation of drainage and ducting							
Kiosk Construction							
Removal of cofferdam (including breaking slabs)							
MEICA installation							
Working Hours							
Standard 08:00-18:00							
Standard and extended 08:00 - 22:00							

**Normal Working Hours**

- 08:00 to 18:00 -weekdays
- 08:00 to 13:00 -Saturdays

**Extended Working Hours**

- Tidal activities
- Concreting activities

**Breaking concrete on Saturday (trialled)**

- 09:00 to 14:00

Activity	Start Date	2024		2025			
		Q3	Q4	Q1	Q2	Q3	Q4
Commissioning	Started						
Cofferdam - Temporary Crosswalls installation	Jul-24						
Cofferdam - Hinterland excavation	Jul-24						
Cofferdam - Outerland excavation	Sep-24						
Cofferdam Sheetpile removal	Sep-24						
A&L - Cladding panel installation	Oct-24						
A&L - Intertidal terrace	Spring 2024						
A&L - Pavement installation	Summer 2024						
New Access - Loftie Street	Autumn 2024						
Secured fencing installation	Autumn 2024						
Installation of Permanent Ventilation Columns	Autumn 2024						
Construction completed - Land Handback	Summer 2025						

With regard to site updates, the most recent is from the 20<sup>th</sup> of September 2024 as follows:

**This week (commencing 16<sup>th</sup> September)**

The site team has been:

- Breaking out the concrete surface slab of the site using large excavators. This will continue while we are removing the cofferdam
- Using excavators to remove the hinterland fill, which will be stockpiled on site for future removal by barge or used as site drainage backfill
- Putting the new flood barrier arrangements in place by Luna House
- Continuing drainage and ducting work, including the use of an excavator for concrete breaking
- MEICA works (Mechanical, Electrical, Instrumentation, Control and Automation) in the kiosk

**THIS WEEKEND (so weekend of the 21st / 22nd September)**

There are no works scheduled on site this weekend.

The 24 hour, site-based, security team will be on regular patrol, while site staff will conduct periodic inspections of safety and monitoring equipment.

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**NEXT WEEK & LOOKAHEAD so week commencing the 23rd of September and beyond)**

The site team will be:

- Continuing to break out concrete, using large excavators, as we remove the cofferdam
- Excavating material which will be stockpiled for future removal by barge
- Breaking out the existing concrete jetty near Luna House, preparing to connect with the new river wall
- Working in the Air Treatment Chamber and on the electrical kiosk, including drainage work behind the kiosk
- Drainage and ducting work on top of the shaft, including use of an excavator for concrete breaking
- Receiving an abnormal load before 6:00 am, currently scheduled for Wednesday. The departing plant will be leaving the site after 8:00 pm

**COFFERDAM REMOVAL**

For more information about cofferdam removal, see the separate information sheet below.

**WORKING HOURS**

Standard working hours are:

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

Concrete breaking activities will only be:

- Monday to Friday: 8am to 6pm
- Saturday: 9am to 2pm (starting and finishing an hour later than standard hours)
- We will endeavour to finish all works onsite by 6pm, but other support activities, such as moving materials and pouring concrete, may continue until 8 pm
- Certain activities and barge movements that are dependent on the tide may take place 5am to 10pm

**The Site Information with Regard to the Cofferdam Removal**

***Updated 4 July 2024 - to reflect changes to the crosswall design: two crosswalls required***

*As Tideway approaches the end of construction at the Chambers Wharf site, we need to remove the cofferdam which we built into the river. This temporary structure enabled us to construct the tunnel which, once fully operational in 2025, will reduce the tens of millions of tonnes of untreated sewage which are currently discharged into the river during periods of rainfall.*

*Removal of the cofferdam will begin this Summer and continue until Spring 2025. It will require:*

- *the removal of the concrete slab across the cofferdam area*
- *the removal of the backfill material beneath the slab*
- *the removal of the steel sheet piles which form the cofferdam*

*This means that work within this period will vary in intensity, depending upon the activity. We will also be removing the foundations of the former slurry treatment plant by methods of saw-cutting and breaking out concrete.*

*The cofferdam will then be removed in stages as below:*



**STAGE 1 – Installation of two sheet pile crosswalls**

*The initial stage will require the team to install around 24 new sheet piles to divide the existing cofferdam into three. These are known as the crosswalls and are necessary to ensure the cofferdam can be removed safely. The intention is to install these sheet piles using a vibro unit. Depending upon ground conditions, there is a risk that the final metres of these sheet piles may need to be driven into place using an impact piler. The team will avoid this technique if possible. This activity expected to take place within weeks and will take around two to three weeks.*

**STAGE 2 – Hinterland Removal**

*The first area of cofferdam to be removed will be the ‘hinterland’. The concrete slab will be removed by cutting and breaking out, before the backfill material beneath is removed by excavator and transferred to barges. A part of the hinterland, the gantry crane foundations, will start to be removed from next week and will involve breaking concrete. The removal of the remainder of the hinterland area is expected to start next month; we will keep you updated once the exact dates are known as this depends on finishing other activities currently continuing on the site.*

**LATER STAGES – Eastern, Central and Western Cofferdam Removal**

*The concrete surface will be removed by cutting and breaking, before the backfill material beneath is removed by excavator. Once the backfill material has been removed by barge, the steel sheet piles will be*

	<p><i>removed using the Dawson hydraulic piler. A vibro piling unit may be required to remove the more stubborn piles and those on the cofferdam corners etc. The eastern cofferdam removal will begin once the majority of the hinterland has been removed.</i></p> <p><i>Once the eastern cofferdam is removed, the work will start to remove the central and western cofferdams using the same techniques. The team will start in the central area of the cofferdam and work towards Luna House. The remaining areas are expected to be removed by Spring 2025.</i></p> <p><b>WORKING HOURS</b></p> <p><i>Standard site working hours:</i></p> <ul style="list-style-type: none"><li>• <i>Monday to Friday – 8am to 6pm</i></li><li>• <i>Saturday – 8am to 1pm</i></li></ul> <p><i>If any concrete breaking activities are planned, those hours will be between 9am and 2pm</i></p> <ul style="list-style-type: none"><li>• <i>Barge movements within the river foreshore and those that are dependent on the tide, may take place between 5am and 10pm</i></li></ul> <p><i>There will be regular breaks throughout the work with noise and vibration monitoring continuing.</i></p> <p>From the above and previous information and discussions, it is clear that significant works are ongoing and potentially until ~ end Q2 2025.</p>
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I confirm that these minutes are an accurate record of the proceedings of the meeting.

Signed *Graham A Parry*  
**Graham Parry**  
*Chair, Independent Compensation Panel*

Date 01 October 2024