

# INDEPENDENT COMPENSATION PANEL

## MEETING #274 MINUTES

<b>Purpose:</b>	To determine medical, special cases and compensation claims.
<b>Date and time:</b>	Tuesday 28 January 2025 08.30 – 09.15 – Compensation cases (Teams) 10.00 – 11.45 - Special & Medical cases (Zoom)
<b>Location:</b>	Video Conference
<b>Panel Members:</b>	Graham Parry (Chair) Stephen Stansfeld (Medical) Phil Evans (Noise) Chris Kench & Richard Pugh (Compensation)
<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>	<b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740731</b>

Item 1	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740720</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>PART AWARDED</b>
<b>Details of the award</b>	<p>The claimant's most recent claim was heard at ICP meeting # 272 on the 7<sup>th</sup> of January 2025 where she was seeking to extend her previous claim. The award decision at that time was as follows:</p> <p><b><i>The Panel has considered this claim very carefully noting the claimant's health issues and the location of her property and has determined to make a respite award of 2 days/week until the end of July 2025, or to when the works for the removal of the piles on the cofferdam are completed, whichever is the sooner.</i></b></p> <p><b><i>With respect to the request for funding of the therapy sessions, the Panel requires a report from the therapist identifying the value/benefits of the sessions which have been undertaken, whether they should continue and whether noise from the Tideway site is likely to be a major issue for the claimant.</i></b></p> <p>She has now come back to the ICP requesting:</p>

	<ul style="list-style-type: none"> <li>- <b>Request for Extension of Overnight Stay Allowance</b></li> <li>- <b>Request to Extend Talking Therapy</b></li> </ul> <p>Regarding the request for further therapy sessions, she has a letter from her psychotherapist who is a BACP registered psychotherapist. She recommends that the therapy sessions continue and suggests increasing their frequency from twice to three times per month. The Medical Expert on the Panel concurs with this opinion.</p> <p>The current situation for the CHAWF site is that there is a S 61 dispensation in place for the period 1<sup>st</sup> January 2025 until completion of the works at the end of August 2025 assuming works run to programme.</p> <p>The programme for these works and the site update from the 24th of January 2025 have been taken into account.</p> <p><b>The Panel has considered all the information available including previous health information for the claimant and has determined to continue the existing award of 2 days respite/week at the standard cost and one night's overnight accommodation/week. The Panel could not identify any compelling reasons why the daily respite or overnight accommodation should be increased.</b></p> <p><b>With respect to the therapy sessions, the Panel confirms the extension of that award to 3 sessions/month until the end of July 2025.</b></p> <p><b>Claimants are reminded to read the guidance information 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><b>None</b></p>
<p><b>Information/action requested from Tideway</b></p>	<p><b>None</b></p>

Item 2	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-740721</b></p>
<p><b>Relevant Tideway site</b></p>	<p>Chambers Wharf</p>
<p><b>Decision</b></p>	<p><b>NOT AWARDED</b></p>
<p><b>Details of the award</b></p>	<p>Daily respite has been awarded via the Tideway Fast-Track respite scheme (refer to agenda item 10 below).</p> <p><b>N.B. there seem to be some inconsistencies in the ages given for some family members.</b></p> <p>The current situation for the CHAWF site is that there is a S 61 dispensation in place for the period 1<sup>st</sup> January 2025 until completion</p>

	<p>of the works at the end of August 2025 assuming works run to programme.</p> <p>The programme for these works and the site update from the 24<sup>th</sup> of January 2025 has been taken into consideration.</p> <p><b>The Panel has considered all the available information which includes a recent visit to the site and has determined that the fast-track award should provide the claimant and her family with an appropriate level of respite from the site activities. The request for a temporary respite break is not awarded. The Panel notes the request for ventilation; however, the Panel is of the opinion that, as noisy activities are sporadic, there will be adequate opportunities to ventilate the property by opening the windows. Accordingly, an award in respect of ventilation is not made.</b></p> <p><b>Claimants are reminded to read the guidance information 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><b>None</b></p>
<p><b>Information/action requested from Tideway</b></p>	<p><b>None</b></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-740721</b></p>
<p><b>Relevant Tideway site</b></p>	<p>Chambers Wharf</p>
<p><b>Decision</b></p>	<p><b>NOT AWARDED</b></p>
<p><b>Details of the award</b></p>	<p>At ICP meeting # 273 held on the 14th of January 2025, the following was awarded to all fast-track claimants:</p> <p><b><i>The Panel has taken into account the nature of the ongoing construction programme and has determined to extend all existing fast-track awards until the end of July 2025 or when significant noise from the cofferdam works has ceased whichever is the sooner.</i></b></p> <p>The claimant has been informed of this award but is now seeking <i>more choice of support for my family with cash compensation to provide alternative respite from such disruptive works and perhaps award occasional holiday break.</i></p> <p><i>- For each adult and each child who is normally resident in the property a minimum of 2 days respite per week even if they attend school during the term.</i></p> <p>The current situation for the CHAWF site is that there is a S61 dispensation in place for the period 1<sup>st</sup> January 2025 until</p>

	<p>completion of the works at the end of August 2025 assuming works run to programme.</p> <p>The programme for these works and the site update from the 24<sup>th</sup> of January 2025 has been taken into consideration.</p> <p><b>The Panel has considered this claim very carefully particularly with respect to previous awards which have been made to the claimant and the location of the property. The Panel has considered the request for additional respite; however, has determined that the existing award is appropriate to the circumstances and therefore no additional award is made.</b></p> <p><b>Claimants are reminded to read the guidance information 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 4	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740723
Relevant Tideway site	Chambers Wharf
Decision	<b>PART AWARDED</b>
Details of the award	<p>The claimant is not eligible for the fast-track scheme due to the location of her property in relation to the CHAWF site.</p> <p>At ICP meeting # 261 held on the 29th of July 2024, the following was awarded:</p> <p><b><i>The Panel has determined that the claimant and her family are not eligible for the fast-track award; however, the Panel has determined that, whilst the claimant’s property does not have line of sight of the construction works, an award of one day of respite a week should be made for all family members resident at the property until the end of September 2024.</i></b></p> <p><b><i>The Panel does not consider that, based on the information available to the Panel, there is a case for occasional weekend respite.</i></b></p> <p>The claimant has now come back to the ICP requesting <i>overnight respite once in a while plus 2 days daily respite like everyone else due to my children’s medical needs.</i></p> <p>ICP Admin spoke to the claimant on 22/1/25 at 0930hrs and the claimant feels that additional daily respite would be beneficial if it could be used to pay for an occasional weekend break and asks the</p>

	<p>ICP to consider this. At times, taking all the children out for daily respite proves very difficult.</p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1<sup>st</sup> January 2025 until completion of the works at the end of August 2025 assuming works run to programme.</p> <p>The programme for these works and the site update from the 24<sup>th</sup> of January 2025 has been taken into consideration.</p> <p><b>The Panel has considered this claim very carefully, noting the location of the property which does not have direct line of sight of the construction activities. However, the Panel has determined to make a very precautionary award in respect of the health issues of the family. Accordingly, an award equivalent to the fast-track award (see below) is made until the end of July 2025, or the noisy cofferdam works cease, whichever is the sooner, and the award may be accumulated to provide for occasional weekend breaks at an equivalent cost. The Panel has made the award noting that the main purpose of the award is to get away from the site as and when noisy works are actually occurring.</b></p> <p><b><u>Fast-track award</u></b></p> <ol style="list-style-type: none"> <li>1. For each adult who is normally resident in the property: 2 days respite/ week at the standard rate.</li> <li>2. For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate.</li> <li>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.</li> <li>4. During school holidays, for each child who would normally attend school, 2 days respite per week at the standard rate.</li> </ol> <p><b>Claimants are reminded to read the guidance information 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><b>None</b></p>
<p><b>Information/action requested from Tideway</b></p>	<p><b>None</b></p>

Item 5	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-740719</b></p>
<p><b>Relevant Tideway site</b></p>	<p>Chambers Wharf and King Edward Memorial Park Foreshore</p>
<p><b>Decision</b></p>	<p><b>NOT AWARDED</b></p>

<p><b>Details of the award</b></p>	<p>The Panel has reviewed the location of the claimant’s property which is at a significant distance from both the CHAWF and KEMPF construction sites.</p> <p>The current situation for the CHAWF site is that there is a S 61 dispensation in place for the period 1<sup>st</sup> January 2025 until completion of the works at the end of August 2025 assuming works run to programme.</p> <p>The programme for these works and a site update from the 24<sup>th</sup> of January 2025 has been taken into consideration.</p> <p><b>The Panel has determined that, whilst noise may be audible at times, it is not likely to be at such a level as to result in significant disturbance and therefore no award is made. Additionally, it is the Panel’s consideration that there are no activities arising which would result in significant levels of vibration at the claimant’s property and particularly given the distance the claimants’ property is from the sites.</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 6	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-740722</b></p>
<p><b>Relevant Tideway site</b></p>	<p>Chambers Wharf</p>
<p><b>Decision</b></p>	<p><b>NOT AWARDED</b></p>
<p><b>Details of the award</b></p>	<p>There are multiple buildings between the claimant’s property and the site and there would not appear to be any direct line of sight to the works. The claimant states:</p> <p><i>I am writing to request noise cancelling headphones as part of the mitigation measures during the cofferdam removal works.</i></p> <p><i>She is claiming noise-cancelling headphones as a mitigation measure. This would allow me to better manage the noise levels and to be able to plan my workload if I know I have a mitigation for when the works are noisy.</i></p> <p>CHAWF</p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1<sup>st</sup> January 2025 until completion of the works at the end of August 2025 assuming works run to programme.</p>

	<p>The programme for these works and a site update from the 24<sup>th</sup> of January 2025 has been taken into account.</p> <p><b>The Panel has determined that, whilst noise may be audible at times, due to shielding and distance, it is not likely to be at such a level as to result in significant disturbance and therefore no award is made.</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>	<b>None</b>
<b>Information/action requested from Tideway</b>	<b>None</b>

<b>Item 7</b>	<b>Notes for the record</b>
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740716</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p><b>The Panel considered the claim for the period May 2024 to May 2025. The current tenancy is for 2 years from May 2023 with no provision to review the rent during the term. Accordingly, and on the same basis as the previous award, the Panel made an award for the period of the latest claim, May 2024 to May 2025.</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>	<b>None</b>
<b>Information/action requested from Tideway</b>	<b>None</b>

<b>Item 8</b>	<b>Notes for the record</b>
<b>Applicant Reference</b>	The Panel considered the information contained in an email from the claimant dated 23 January 2025
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p>This claimant was awarded Fast-track daily respite from the 30<sup>th</sup> of August 2024 with this now being extended until July 2025.</p> <p>Her request is to use her daily respite for home delivery meals on occasion as it can be very challenging for the family to go out due to various health problems.</p>

	<p>Tideway has informed the claimant that uber eats cannot be used. The respite policy has now been updated to include this along with cigarettes and alcohol. It was not there before.</p> <p>The Chair of the Panel has discussed this claim with Tideway and has indicated that the Panel is able to exercise a degree of flexibility depending on the circumstances of the claim.</p> <p><b>The Panel has determined that the claimant may use the respite award for occasional takeaway food deliveries, although it should be noted that the Panel would not expect this to occur for more than 50% of the time.</b></p> <p><b>Claimants are reminded to read the guidance information 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 9	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740726</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>PART AWARDED</b>
<b>Details of the award</b>	<p>The location of the property reduces noise exposure for this claimant and her family.</p> <p>She has previous claims with the last one being in September 2019. She is now requesting:</p> <ul style="list-style-type: none"> <li>- <i>an overnight stay allowance once a week for myself and my children to provide a break from the construction noise at home.</i></li> <li>- <i>an allowance to engage in activities outside the house during construction hours on as many days as possible throughout the week.</i></li> </ul> <p>The current situation for the CHAWF site is that there is a S61 dispensation in place for the period 1<sup>st</sup> January 2025 until completion of the works at the end of August 2025 assuming works run to programme.</p> <p>The programme for these works and a site update from the 24<sup>th</sup> of January 2025 have been taken into consideration.</p> <p><b>The Panel has considered all of the information available to it and has determined to make a Fast-track award of respite at the standard cost for all family members in line with the details provided below until the end of July 2025.</b></p>



	<p><b><u>Fast-track award</u></b></p> <ol style="list-style-type: none"> <li>1. For each adult who is normally resident in the property: 2 days respite/ week at the standard rate.</li> <li>2. For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate.</li> <li>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.</li> <li>4. During school holidays, for each child who would normally attend school, 2 days respite per week at the standard rate.</li> </ol> <p><b>The Panel considered the request for an overnight stay allowance; however, has determined that the award as made will provide an appropriate level of respite.</b></p> <p><b>The Panel would like to request further details of the claimant's medical conditions.</b></p> <p><b>Claimants are reminded to read the guidance information 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><b>None</b></p>
<p><b>Information/action requested from Tideway</b></p>	<p><b>None</b></p>

**ANY OTHER BUSINESS:**

**FAST TRACK AWARD TO BE RATIFIED**

Item 10	Notes for the record
<p><b>Applicant Reference</b></p>	<p>n/a – Fast-Track Award</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>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 to include the claimant, her husband and her elderly mother plus 2 children:</p> <ol style="list-style-type: none"> <li>1. For each adult who is normally resident in the property: 2 days respite/ week at the standard rate.</li> <li>2. For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate.</li> <li>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.</li> <li>4. During school holidays, for each child who would normally attend school, 2 days respite per week at the standard rate.</li> </ol>

	<p><b>This respite award will run from the date of receipt of this email until the end of July 2025, or when significant noise from the cofferdam works has ceased, whichever is the sooner.</b></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><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><u>All awards are subject to Tideway’s Guidelines for Implementation of ICP decisions.</u></b></p>
<p><b>Further information required/actions arising</b></p>	<p><b>None</b></p>
<p><b>Information/action requested from Tideway</b></p>	<p><b>None</b></p>

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

Signed *Graham A Parry*

Date 17 February 2025

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