

INDEPENDENT COMPENSATION PANEL

MEETING #280 MINUTES

Purpose:	To determine medical, special cases and compensation claims.
Date and time:	Tuesday 22 April 2025 – 1000hrs to 1100hrs
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-740855

Item 1	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740842
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimant lives on a houseboat and is claiming:</p> <ul style="list-style-type: none"> - <i>for the cost of spending time away from my boat to be able to concentrate on my work and when I have to do client calls.</i> - - <i>I can work in coffee houses etc, but to do client calls I have to hire local spaces.I would like to claim for the cost of this to be covered, and any time I might have to spend away to escape the noise in local coffee shops etc.</i> <p>The claimant has provided the mooring agreement as proof of address and website address for proof of her occupation.</p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The Engagement Manager for the site provided an update to works by e-mail dated 9th of December 2024 which has been taken into consideration together with the programme of works and the weekly newsletter from the site team at Chambers Wharf dated 17 April 2025</p>

	<p>Given the above activities with potentially high levels of construction noise generated at times and the potential 05:00 hrs tide related start and 22:00 hrs end to the cofferdam removal works, noise emissions may be significant at times.</p> <p>The Panel has considered all of the available information and the location of the houseboat and has determined to make an award of up to 3 days access to a quiet workspace until the end of July 2025 or until noisy works have ceased, whichever is the sooner. The cost of the workspace should be agreed with the Tideway Mitigation Team.</p> <p>Claimants are reminded to read the guidance information below.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 2	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740843
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>These claimants live on a houseboat.</p> <p>They are claiming:</p> <ul style="list-style-type: none"> - <i>for compensation at the maximum daily rate for the affected periods.</i> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The Engagement Manager for the site has provided an update to works by e-mail dated 9th of December 2024 which has been taken into consideration together with the programme of works and the weekly newsletter from the site team at Chambers Wharf dated 17 April 2025.</p> <p>Given the above activities with potentially high levels of construction noise generated at times and the potential 05:00 hrs tide related start and 22:00 hrs end to the cofferdam removal works, noise emissions may be significant at times.</p> <p>The Panel has considered all of the information available to it and has determined to make an award of two days respite a week for the</p>

	<p>claimant and her partner at the standard cost until the end of July 2025 or until noisy works have ceased, whichever is the sooner.</p> <p>Claimants are reminded to read the guidance information below.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 3	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740845
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
Details of the award	<p>This claimant lives on a houseboat with his wife and son. The Chair of the ICP made a home visit to the houseboat and was able to note the location of the houseboat with respect to the cofferdam.</p> <p>He is claiming:</p> <ul style="list-style-type: none"> - <i>Given the significant impact on both our safety and quality of life, we believe it is fair to request compensation for the adjustments and safety measures we've had to complete on our boat.</i> - <i>I am also seeking compensation to help cover the costs of having to relocate to complete work projects, and towards the cost of noise-cancelling headphones, which would help me to continue working from home despite the disruptions.</i> - <i>We frequently find ourselves having to leave the boat just to escape the noise and the slope, which is not sustainable. So we are seeking further compensation towards the weekly cost of activities outside of the boat.</i> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The Engagement Manager for the site has provided an update to works by e-mail dated 9th of December 2024 which has been taken into consideration together with the programme of works and the weekly newsletter from the site team at Chambers Wharf dated 17 April 2025.</p> <p>Given the above activities with potentially high levels of construction noise generated at times and the potential 05:00 hrs tide related start and 22:00</p>

	<p>hrs end to the cofferdam removal works, noise emissions may be significant at times.</p> <p>The Panel has considered all of the information available to it and received a narrative report from the Chair in respect of his home visit to the claimant's houseboat.</p> <p>The Panel has determined to make an award of noise cancelling headphones for the claimant. The Panel also makes an award of two days respite a week at the standard cost for the claimant, his partner and child until the end of July 2025 or when the noisier works have ceased whichever is the sooner.</p> <p>Additionally, recognising the claimant's working requirements, the Panel makes an award of access to an alternative to the end of July 2025 or when the noisier works have ceased whichever is the sooner.</p> <p>With respect to the request for the costs of the adaptations to the houseboat in respect of settlement at low tide, no award is made. This is because information provided to the Panel by Tideway does not indicate that there have been any significant changes to levels of the foreshore/riverbed at low tide resulting from the construction of the cofferdam.</p> <p>Claimants are reminded to read the guidance information below.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 4	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740844
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>This claimant lives on a houseboat.</p> <p>He is claiming for:</p> <ul style="list-style-type: none"> - <i>a contribution to a set of noise-cancelling headphones.</i> - <i>a contribution to respite a couple of times a week.</i> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the</p>

	<p>end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The Engagement Manager for the site has provided an update to works by e-mail dated 9th of December 2024 which has been taken into consideration as well as the programme of works and the weekly newsletter from the site team at Chambers Wharf dated 17 April 2025.</p> <p>Given the above activities with potentially high levels of construction noise generated at times and the potential 05:00 hrs tide related start and 22:00 hrs end to the cofferdam removal works, noise emissions may be significant at times.</p> <p>The Panel has considered all of the information available to it and has determined to make an award noise cancelling headphones.</p> <p>Additionally, the Panel makes an award of two days respite a week at the standard cost until the end of July 2025 or whenever the noisy works cease whichever is the sooner.</p> <p>Claimants are reminded to read the guidance information below.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 5	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740846
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>This claimant lives on a houseboat.</p> <p>He is claiming for:</p> <ul style="list-style-type: none"> - <i>daily respite x3 please, to allow us to spend time off the boat away from the noise and disruption.</i> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The Engagement Manager for the site has provided an update to works by e-mail dated 9th of December 2024 which has been taken into consideration</p>

	<p>together with the programme of works and the weekly newsletter from the site team at Chambers Wharf dated 17 April 2025.</p> <p>Given the above activities with potentially high levels of construction noise generated at times and the potential 05:00 hrs tide related start and 22:00 hrs end to the cofferdam removal works, noise emissions may be significant at times.</p> <p>The Panel has considered all of the information available to it and makes an award of two days respite a week at the standard cost for all those family members resident on the houseboat over the age of 1 year, until the end of July 2025 or whenever the noisy works cease whichever is the sooner.</p> <p>Claimants are reminded to read the guidance information below.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 6	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740853 plus an email from the claimant to Admin ICP dated 9 March 2025 where she responded to a query regarding the previous claim.
Relevant Tideway site	Chambers Wharf
Decision	Awarded
Details of the award	<p>A claim was considered at ICP meeting # 277 held on the 11th of March 2025. At that meeting, daily respite was awarded</p> <p>There appears to have been some confusion as to what she was claiming so she has come back to the ICP and is seeking overnight respite for two days not standard daytime respite. This is due to her working night shifts.</p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The Engagement Manager for the site has provided an update to works by e-mail dated 9th of December 2024 which has been taken into consideration together with <i>you're the</i> programme of works and the weekly newsletter from the site team at Chambers Wharf dated 17 April 2025.</p>

	<p>Given the above activities with high levels of construction noise generated at times and the potential 05:00 hrs tide related start and 22:00 hrs end to the cofferdam removal works, noise emissions are likely to be significant at times and potentially extending into the night period.</p> <p>The Panel notes that the claimant was requesting: <i>'Assistance to reduce the impact of the ongoing construction work on myself and my family'</i> and despite being requested by Tideway, the exact requirements of the claim were not clarified by the claimant. On that, basis the Panel assumed that the request was for standard daily respite and that award was made.</p> <p>It now transpires that the claimant misinterpreted the award which was made at Meeting #277 on the 11th of March and subsequently booked temporary accommodation away from the site for the family.</p> <p>Having reviewed all of the information now available to the Panel, an award of two nights temporary accommodation a week for all family members is made until the end of July 2025 or whenever the noisy works cease whichever is the sooner.</p> <p>Additionally, whilst there should have been no confusion as to the award, which was made at the meeting of the 11th of March 2025, the Panel is prepared to take a very lenient approach and requests that the Tideway Mitigation Team settle the accommodation costs which have already been presented. The claimant must agree the future costs of the temporary accommodation in advance with the Tideway Mitigation Team and the Panel would not expect such costs to exceed those already submitted.</p> <p>Claimants are reminded to read the guidance information below.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

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

Signed *Graham A Parry*

Date 01 May 2025

Graham Parry
Chair, Independent Compensation Panel