

INDEPENDENT COMPENSATION PANEL

MEETING #291 MINUTES

Purpose:	To determine medical, special cases and compensation claims.
Date and time:	Tuesday 26 August 2025 – 1000hrs to 1200hrs
Location:	Video Conference
Panel Members:	Graham Parry (Chair) Stephen Stansfeld (Medical) Phil Evans (Noise)
Abbreviations:	‘Panel’ means the Independent Compensation Panel ‘Project’ means Tideway ‘ICC’ means the Independent Complaints Commissioner for the Project ‘Non-Stat Policy’ means the Non-Statutory Off-site mitigation and compensation policy
Document Number:	2350-TDWAY-TTTUN-990-ZZ-ZZ-741100

Site visit	NOTES FOR THE RECORD
Address of affected property	Chambers Wharf Area
Relevant Tideway site	Chambers Wharf (“CHAWF”)
Details of site activities	On-going cofferdam removal and associated works
Decision	
Details related to the decisions	<p>The ICP Chair and the Noise Specialist visited Tideway’s Chambers Wharf site on Thursday 7th of August 2025 when they were able to observe pile removal from the cofferdam and to carry out noise measurements relating to that activity. This included use of the vibratory pile removal tool and the subsequent craning out of released piles on to the barge, as further detailed below. The ICP Chair made a subsequent visit to the site on the 20th of August 2025 when it was observed on two separate occasions that there were no significantly noisy works occurring in the cofferdam area or elsewhere on the site.</p> <p>CHAWF</p> <p>In determining awards for claimants affected by the Thames Tideway works in the Chambers Wharf (CHAWF) site area, the sources of information described below have been considered. Current or particularly relevant information is described more fully.</p> <p>1. The most recent s.61 dated 11.12.23 was for the period 1st January 2024 to 31st December 2024 and hence this has expired. However, there is a</p>

	<p>dispensation in place for the period 1st January 2025 until completion of the works.</p> <p>2. The Engagement Manager for the site has provided regular updates on programme and progress in addition to the Weekly Site Updates.</p> <p>3. The CVB (contractor) site agent also has provided a summary of activities and likely noise levels until the completion of works.</p> <p>4. CHAMBERS WHARF COFFERDAM REMOVAL</p> <p>The most recent report on this is dated July 2025 and this states:</p> <p><i>Tideway is continuing to remove the cofferdam at our Chambers Wharf site. The cofferdam is the temporary area of land that was built out into the river so that we could build the tunnel for the super sewer and the associated structures below ground.</i></p> <p><i>The process for removing the steel sheet piles involves pulling them using a silent, hydraulic machine before the piles are finally extracted using a crane and vibrating piling unit, which has proved to be less noisy than originally anticipated. Should any remaining piles prove stubborn, a team of divers is deployed in the river to thermally cut the piles beneath the riverbed.</i></p> <p><i>The 33 concrete piles will be removed from August, with the divers installing a wire cutter around them. Once cut, the concrete is lifted out of the river and the excavation backfilled to riverbed level.</i></p> <p><i>The "Hinterland" area has now been excavated. So have most of the cells (lettered above). There is approx. 10,000 of 108,000 tonnes of fill material left to be removed from site.</i></p> <p><i>We have removed 90/410 steel sheet piles.</i></p> <p><i>You may have noticed that the removal of concrete blocks began last week near Fountain Green Square. This involves some concrete breaking and demolition works which may cause noise and vibration. The site team hopes to complete these works by the end of July.</i></p> <p><i>Following this work, the "Island" will be excavated, the sheet piles removed and a pontoon barge with a long reach excavator will complete the reprofiling of the final foreshore and shape the riverbed back to its original, pre-construction level.</i></p> <p><i>Work to remove the cofferdam will continue into Autumn. We have had issues which have delayed the completion of the remaining Chambers Wharf works into Summer 2026.</i></p> <p><i>Work in 2026 will not be as noisy and largely accessed from the river. It will involve barges placing material underwater, which is common practice along the river.</i></p> <p>5. Chambers Wharf Community Liaison Working Group June 2025</p> <p>The revised programme following the slower than anticipated pile removal progress is provided below.</p>
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High Level Programme of Works

Activity	2025				2026	
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun
Cofferdam Removal						
River Cladding Panel Installation						
Architecture and Landscaping						
Site Reinstatement						
Foreshore & River Completion						

6. The Weekly Site Update of the 22nd of August 2025 describes the current and upcoming site activities:

CURRENT AND UPCOMING SITE ACTIVITIES

Location	Activity	When / duration
Riverfront	Installing 73 architectural river wall panels: 68 done	Continuing into September
West side of site	Concreting works for the new Luna House jetty Removal of sheet piles underneath the jetty	Continuing next week and into September
East side of site	Installing block paving over the shaft after the permanent ventilation columns are installed	Due to restart in September
East side of site	MEICA (Mechanical, Electrical, Instrumentation, Control & Automation) - minor work remaining: landscaping and architecture around the kiosk	Continuing
Around the site	Hoarding adjustments on Chambers St	Temporary traffic lights
Cofferdam	Breaking out concrete with excavators	Continues through Summer
Cofferdam	Removing excavated fill material and stockpiling it with excavators, as it will all be removed by barge	Continues through Summer
Cofferdam	Dismantling sections with thermal cutting equipment	Continues through Summer
Marine works	Extracting sheet piles	153/410 fully extracted

THIS WEEKEND

The site team will be working tomorrow, grouting river wall panels and general maintenance. As usual, the 24-hour onsite security team will be on regular patrol.

COFFERDAM REMOVAL - TIDAL WORKING HOURS

Bank Holiday Monday 25 August Not working

Tues 26 7am to 5pm

Wed 27 7am to 5pm

Thurs 28 7am to 5pm

Friday 29 7am to 3pm

No work is currently planned on Saturday 30 August

Normal working hours for other activities are:

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

The crane will continue to remove concrete blocks in the east of site, which may be noisy, although we drill and cut concrete when possible, to minimise breaking. Noise monitoring is in place throughout the works.

Concrete breaking activities will only take place:

- Monday to Friday: 8am - 6pm
- Saturday: 9am - 2pm (starting and finishing an hour later than standard hours)

We endeavour to finish all work onsite by 6pm, but other support activities, such as moving materials and pouring concrete, may continue until 8pm.

Tidally affected activities, such as river wall panel installation and cofferdam removal, may take place from 5am to 10pm. This includes excavation, cell dismantling, stockpiling materials, lifting activities plus barge loading and movements. We aim to plan our work so that any noisy activities do not start before 8am or continue after 6pm, wherever possible.

Traffic will be controlled by temporary traffic lights in Chambers Street next week, while we remove the site hoarding. We hope not to need to suspend parking bays.

	<p>7. In addition to the above information, the ICP makes regular visits to particularly active sites and CHAWF is one of those. A site visit to CHAWF was carried out on Thursday 7th of August 2025 at which time, vibratory pile removal from toe (partial) and complete pile removal by crane, were witnessed from the closest possible locations as representative of residents affected by the works. What was witnessed was the removal of intermediate piles, i.e. every other pile had already been removed. Due to the extra friction likely to be associated with initial pile removal from a complete row, noise levels from the vibratory removal tool are acknowledged as potentially higher.</p> <p>The awards made by the ICP are therefore based upon a review of all the available information, including personal on-site observations from site visits.</p>
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Item 1	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741059
Relevant Tideway site	Carnwath Road
Decision	AWARDED
Details of the award	<p>Following a request from the ICP, the Tideway Senior Project Manager West / Completion / Commissioning / Handover has provided an update to the works at the CARRR site and in the area. Regarding road closures, the following is reported:</p> <p><i>Please note that there is quite a bit going on along Carnwath Road at the moment by others:</i></p> <ul style="list-style-type: none"> • <i>Currently the Westbound carriageway of Carnwath Road is closed from Wandsworth Bridge Road (Utility works by others – not Tideway / BMB works)</i> • <i>The construction site on the old Currys's site are regularly stopping vehicles and pedestrians so they can receive deliveries. You do well to not get stopped when you walk past (Rockwell - not Tideway / BMB works)</i> • <i>The construction sites on the Jewson's old site have the pavement closed adjacent to their site on the north western side of Carnwath Road (not Tideway / BMB works)</i> <p>Based upon the above, it would appear that Tideway is not responsible for the majority of road and footpath closures.</p> <p>The Panel has decided to take a precautionary approach with respect to the claimant's sight issues and makes an award of one day of respite a week for the claimant and his carer at the standard rate per person. This award is until the end of October 2025.</p> <p>The Panel regrets that the claimant <u>must</u> provide receipts in respect of the respite expenditure and would hope that the carer could assist in this process.</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>

	https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 2	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741058
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
Details of the award	<p>The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.</p> <p>The claimant is claiming:</p> <ul style="list-style-type: none"> - x3 days daily respite per week. - Can she have this without the need to provide receipts? - In the first week of September she is travelling for a week and would like holiday respite to assist with the cost. <p>The Panel has considered this claim very carefully and has taken into consideration the activities occurring in close proximity to the claimant's property and her health issues. The Panel has determined to make an award of two days respite a week at the standard rate until the end of December 2025, or until the noisy works cease, whichever is the sooner. The Panel has determined that holiday respite is not awarded; however, the award which has been made may be aggregated to provide funding for her trip.</p> <p>The Panel regrets that the claimant <u>must</u> provide receipts to the Tideway Mitigation team to enable payments under the award scheme.</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>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 3	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741060
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
Details of the award	<p>The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.</p> <p>The claimant is claiming:</p> <ul style="list-style-type: none"> • <i>Motorised one-way view blinds for daytime use, allowing daylight and outward visibility while preventing any view into my home from outside.</i> • <i>Motorised total blackout blinds for night-time use, ensuring complete privacy after dark. These features are essential for both my privacy and accessibility, and I wouldn't compromise on this.</i> • <i>Additional financial compensation of £30,000–£50,000 for the cumulative impact of the past decade, including loss of enjoyment of my home, ongoing intrusion into my privacy, the harassment I have experienced, and the deterioration of my health.</i> • <i>ICP ADMIN QUERIED & CLAIMANT RESPONDED: daily respite to be included on claim form</i> <p>Due to the claimant's health problems, ICP Admin made an urgent request that the Panel consider this claim on an expedited basis.</p> <p>Consequently, on Friday 15th of August 2025, the ICP agreed to make an award of:</p> <ul style="list-style-type: none"> - <i>x1 day of daily respite per week at the standard cost of £30 per day; and</i> - <i>approval for an application to the Tideway blackout blind scheme.</i> <p>The Panel notes that there has already been considerable correspondence on this claim and, due to its urgency, an initial award was made of one day of respite a week at the standard rate and also with access to the blackout blinds initiative. The Panel ratifies that award which extends until the end of December 2025, or until the noisy works cease, whichever is the sooner.</p> <p>With respect to the request for financial compensation, the Panel does not make such financial awards under the Non-statutory Off-site Mitigation and Compensation Policy (NSOMCP), and in any case where an award is made by the Panel these are not made retrospectively.</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	None

required/actions arising	
Information/action requested from Tideway	Blackout blinds initiative

Item 4	Notes for the record
Applicant Reference	N/a
Relevant Tideway site	Chambers Wharf
Decision	DEFERRED
Details of the award	<p>The documentation required to make an award was incomplete, despite several emails to the claimant from ICP Admin. Therefore, this claim is deferred until such time as the claimant provides the documentation requested.</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-741055 plus 2 videos
Relevant Tideway site	Greenwich Pumping Station
Decision	NO FURTHER AWARD
Details of the award	<p>The claimant has now come back to the ICP claiming:</p> <ul style="list-style-type: none"> - <i>Regular respite opportunities during the week – If I have an important meeting scheduled or require a break from the noise during particularly noisy periods, I want to be able to take a break outside my home.</i> - <i>Weekend respite opportunity for myself and partner when there are high levels of noise and disruption at the weekends, when it's not possible to rest.</i> <p>He has provided two videos and also two letters confirming his employment status.</p> <p>It is not clear from the videos which are taken from the inside of the apartment whether the window is partially open, but it sounds as though it is.</p>

	<p>We have no current information on activities at the GREPS site although it has been requested. The claimant states that the noise is persistent and extensive but there is no evidence from the videos that this is the case. Additionally, the ICP Chair recently visited the site area and there was very little activity on either the main site or the Phoenix Wharf site.</p> <p>From previous reports information:</p> <p><i>The S.61 for this site is dated 7th February 2023 and runs to the end of works. The predicted noise levels are provided for 'Scenarios' although these are not specifically described although the various works are described in detail. For the Phoenix Wharf site, the works are described as follows from page 45 of the S.61:</i></p> <ul style="list-style-type: none"> • <i>Demolition of remaining Filter Press Walls</i> • <i>Removal of the temporary service Culvert & ramp</i> • <i>Removal & Backfilling of the concrete muck bins</i> • <i>Set up of testing rig & testing of penstocks</i> • <i>Deptford Creek Ecological Enhancement Works</i> <p>From the programme at page 76 of the S.61, it would appear that all works should be complete at Phoenix Wharf by now but obviously that is not the case.</p> <p>There is a site update email dated 15th of July 2025 which does provide some useful information as follows:</p> <p><i>The immediate works at Phoenix Wharf involve emptying the yard using the forklift, excavator, and skips. The site welfare facilities will be relocated to Phoenix Wharf in August until works are complete. Phoenix Wharf will also be used to facilitate the ecological enhancement works in Deptford Creek, although, we do not have a date for these works as it is subject to consent being granted by the PLA. These could be noisy when materials such as gravel is delivered and when placed in the creek. Finally, there is a fence to be installed but this cannot be undertaken until the ecological enhancements have been completed.</i></p> <p><i>Our programme at Phoenix wharf depends on PLA but we are hoping most of the works will be complete by the end of October 2025.</i></p> <p><i>The site is gradually demobilising although the welfare facilities will be relocated to the site and the ecological enhancement measures may be noisy at times when the gravel is delivered but this would be daytime and sporadic.</i></p> <p>The Panel notes that the area is generally not quiet for other reasons and the construction noise audible in the apartment did not appear to be that excessive and the claimant has already been awarded noise cancelling headphones. The Panel has determined that, as the works are very intermittent and generally noise levels are not particularly high, no further award is made. Additionally, on the basis that works are anticipated to mostly be completed by the end of October 2025, then the existing award of one day of respite a week for the claimant and his partner at the standard rate will cease at the end of October 2025.</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>
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	https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 6	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741057 plus 1 video
Relevant Tideway site	Chambers Wharf
Decision	AWARD EXTENDED
Details of the award	<p>The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.</p> <p>The claimant has now come back to the ICP.</p> <p>The Panel notes that there appears to be some confusion as the present award, as amended, is in fact one day of respite a week for all family members over the age of 12 months and that award would have ceased at the end of September 2025.</p> <p>The Panel has taken into account the claimant and her daughter's mental health issues; however, noting the intermittency of noise from the present site works, the Panel has determined that the existing award of one day of respite a week for her and her daughter remains at one day a week at the standard rate. However, this award is extended until the end of December 2025 or until 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 7	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741061

Relevant Tideway site	Chambers Wharf
Decision	AWARD EXTENDED
Details of the award	<p>The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.</p> <p>The claimant is requesting:</p> <ul style="list-style-type: none"> - X2 days daily respite per week - Occasional overnight respite - Permission to use some daily respite for occasional weekend breaks. <p>The Panel is aware that the works at CHAWF are not persistent or continuous but occasional and sporadic with significant periods of limited noise. There is no night-time working although the activity can occur over six days. The Panel notes that the property is not exposed to direct noise from the site; however, on a very precautionary basis the Panel has determined that an award of one day of respite a week for all family members is made. The award is at the standard rate until the end of December 2025 or until 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 8	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741056
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.</p> <p>The claimant is claiming: <i>an extension for assistance until the end of October this year.</i></p> <p>The Panel is aware that the works at CHAWF are not persistent or continuous but occasional and sporadic with significant periods of limited noise. There is no night-time working although the activity is over six days. The Panel has determined to make an award which</p>

	<p>extends the access to alternative working space until the end of December 2025 or until 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 9	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741064
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.</p> <p>The Panel notes that there is no claim in the mitigation section of the claim form; however, the Panel has assumed that the claimant is requesting an extension of the existing respite award.</p> <p>The Panel is aware that the works at CHAWF are not persistent or continuous but occasional and sporadic with significant periods of limited noise. There is no night-time working although the activity is over six days.</p> <p>The Panel has considered all of the information available to it and has determined that an award of one day of respite a week is made at the standard rate for all family members. The award is extended until the end of December 2025 or until 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
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Item 10	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741063
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.</p> <p>The claimant is claiming:</p> <p><i>I would like to continue receiving my respite payments [REDACTED] two times a week so that I can take a break from the noise (e.g for cafe's to work on job applications, hire of library study rooms for interviews, restaurant meals to socialise away from the noise).</i></p> <p><i>As the noise and vibration from the site has also affected my sleep I would like to get good quality earplugs that actually fit and are comfortable to sleep in.</i></p> <p><i>I'd also like backdated payments to cover the gap in time between my last claim ending in July 2025 and this claim going into effect.</i></p> <p>The Panel is aware that the works at CHAWF are not persistent or continuous but occasional and sporadic with significant periods of limited noise. There is no night-time working although the activity is over six days. It is noted that she states noise on the 12th of August was particularly bad and far too loud to sleep.</p> <p>The Panel has examined the noise monitoring data in the vicinity of the moorings and notes that noise levels were high on occasions when pile removal was not expected to be occurring.</p> <p>Issues associated with the identified change in the riverbed profile have previously been addressed and there is no evidence to suggest that the cofferdam has caused this to happen.</p> <p>Based on all of the information available to the Panel, an award of one day of respite a week is made at the standard rate until the end of December 2025 or until the noisy works cease, whichever is the sooner.</p> <p>Additionally, noting the claimant's working and sleeping arrangements, the Panel makes an award for a pair of specialist ear plugs.</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	None

required/actions arising	
Information/action requested from Tideway	None

Item 11	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741065
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.</p> <p>The claimant is appealing the previous decision</p> <p>The Panel has considered all of the information available and has determined that the existing award of two days respite a week for the claimant and her son is not increased; however, it is extended until the end of December 2025, or until 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 12	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741067 plus multiple videos
Relevant Tideway site	Chambers Wharf
Decision	AWARD NOT CHANGED
Details of the award	<p>The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.</p> <p>At ICP meeting # 290 held on the 12th of August 2025, the award was amended as follows:</p>

	<p><i>The Panel is aware that the works at CHAWF are not persistent or continuous but occasional and sporadic with significant periods of limited noise. The Panel has taken into account all of the information available and has determined that an award of one day of respite a week for all family members at the standard rate is awarded. The award is until the end of December 2025, or to when the noisy works cease, whichever is the sooner.</i></p> <p>The claimant is appealing this award and is requesting that the respite award should revert to two days a week. She has provided nine videos taken from her balcony but none of these are indicating particularly excessive noise levels.</p> <p>The Panel has considered all of the information available to it and has determined that the existing award is not amended.</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 13	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741066 (plus several videos)
Relevant Tideway site	Chambers Wharf
Decision	AWARD AMENDED
Details of the award	<p>The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.</p> <p>The claimant's family situation and health issues are well understood and fully documented by the Medical Specialist. The family has received ongoing awards for some time.</p> <p>She is appealing the change to the Fast-Track award from two to one day a week respite.</p> <p>The claimant has submitted multiple videos variously taken through the open ventilation door and from the front door plus photos of a skin condition and antibiotic medication. None of the videos exhibit particularly excessive noise.</p> <p>The Panel has considered all of the information available to it and, as always, each case is considered on its individual merits. Accordingly, on a very precautionary basis, the award is amended to two days respite a week for all family members at the standard rate. The award is until</p>

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

Item 14	Notes for the record
Applicant Reference	The Panel considered the information contained in emails sent to the Panel via ICP Admin and Tideway Mitigation dated 6, 13 and 20th August 2025
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	<p>The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.</p> <p>These claimants have appealed the decision to change the award from two days respite a week to one day and have provided an email of the 20th of August 2025 to justify their request. The Panel responds below following each of the specific points made by the claimant:</p> <p><i>- The ICP does not adequately substantiate the decision to reduce the weekly award from 2 x days per week to 1 x day per week.</i></p> <p>The decision to reduce respite days from two to one was based upon information from the site manager on activities, including weekly updates, and regular visits by the Panel to the site to observe activities. The Panel is aware that the works at CHAWF are not persistent or continuous but occasional and sporadic with significant periods of limited noise. There is no night-time working although the activity is over six days. The Panel has reviewed the revised programme and has noted that the pile removal is not continuous and often there are days when no piles are removed albeit with some activity within the cofferdam area removing material onto a barge. Additionally, the Panel recently visited the general area surrounding the CHAWF site to observe the various construction related activities. Accordingly, the Panel determined to amend the existing fast-track award and all other similar awards in the Chambers Wharf area.</p> <p><i>- The ICP notes that my noise measuring equipment is not professional level (it is not my profession). We invite them to place their professional equipment on our home boat and use those readings.</i></p> <p>The contractor has noise monitors around the site and the Panel has access to the data. The Panel does not carry out long-term monitoring of noise and</p>

	<p>relies, as it always has done, on access to the contractor's noise measurement data and reporting on an as required basis.</p> <p><i>- The ICP notes that the noise level meter is not suitably positioned nor indicative of the placement in regard to sleeping / working space. The meter is actually *further away* from the works than the bedroom. It is 3m away from where we work. The meter is positioned there because currently it is powered by mains via a wire (rather than batteries). Photos attached.</i></p> <p>The Panel was aware of the location of the sound level meter and where it specifically was does not provide representative readings of your sleeping or working space. Whilst it apparently needs to be located there for its power supply, that does not justify its location or gives the Panel any confidence in the subsequent readings. No acoustician would carry out sound level monitoring in such a location for the purpose it is intended to serve, although the Panel understands that the claimant was endeavouring to assist the Panel with noise monitoring on their houseboat.</p> <p><i>- The ICP awards a one- off cleaning award. We thank them for this while noting that this is an ongoing issue. We invite them to explain their reasoning as to why it is a one-off award when the work will continue (according to the minutes) into Summer 2026.</i></p> <p>The Panel is unaware that we made an award of cleaning. The site is not creating significant levels of dust, and your houseboat is across the prevailing wind. London and the UK is currently dusty due to the dry weather and dust from the continent.</p> <p><i>- We invite the ICP to share details of noise, air quality and vibration monitoring that they are undertaking at the Tideway site. This includes ecological assessments. We further invite them to share these records, which are a matter of public interest.</i></p> <p>The Panel notes that the results of noise and air quality monitoring are provided at the Community Liaison Working Group Meetings and that information is provided on the Thames Tideway website. It is not the Panel's role to assess ecological impacts.</p> <p><i>- We invite the ICP to explain their lack of communication regarding the delayed and ongoing works, and the effects upon the awarding of respite awards, and to take proactive steps to rectify this.</i></p> <p>You should be receiving the weekly site updates if you have registered for them. If required, ICP Admin can pass on your email details to ensure that you receive regular updates. It is not the Panel's role to communicate the on-going works programme prior to receiving claims. That information is provided in the weekly newsletter.</p> <p><i>- We also wish to draw the ICP's renewed attention to Point 7 in the minutes (see below) – particularly in reference to the fact that due to absent communication regarding the continuation of the works, for the majority of the month of August (during which time piles have been removed causing noise, vibration and air-borne particulates) we have not been in receipt of an award.</i></p> <p>The Panel can only make awards as and when a claim form is submitted to the Panel.</p> <p>In addition to the above information, the ICP makes regular visits to particularly active sites and CHAWF is one of those. A site visit to CHAWF was carried out on Thursday 7th of August 2025 at which time, vibratory pile removal from toe (partial) and complete pile removal by crane, were</p>
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	<p>witnessed from the closest possible locations, as representative of residents affected by the works. What was witnessed was the removal of intermediate piles, i.e. every other pile had already been removed. Due to the extra friction likely to be associated with initial pile removal from a complete row, noise levels from the vibratory removal tool are acknowledged as potentially higher.</p> <p>The Panel has considered all of the points made by the claimant; however, the award made on the 12th of August 2025 is not amended.</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*
Graham Parry
Chair, Independent Compensation Panel

Date 02 September 2025