

INDEPENDENT COMPENSATION PANEL

MEETING #294 MINUTES

Purpose:	To determine medical, special cases and compensation claims.
Date and time:	Tuesday 23 September 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-741236

	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	CHAWF 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 dispensation in place for the period 1st January 2025 until completion of the works. 2. The Engagement Manager for the site has provided regular updates on programme and progress in addition to the Weekly Site Updates. 3. The CVB (contractor) site agent also has provided a summary of activities and likely noisy events until the completion of works. 4. CHAMBERS WHARF COFFERDAM REMOVAL The most recent report on this is dated July 2025 and it states: <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>

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.

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.

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.

We have removed 90/410 steel sheet piles.

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.

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.

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.

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.

5. Chambers Wharf Community Liaison Working Group June 2025

The revised programme following the slower than anticipated pile removal progress is provided below.

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 19th of September 2025 (so from Monday 15th of September) describes the current and upcoming site activities:

Dear Neighbour

This is your weekly newsletter from the site team at Chambers Wharf.

CURRENT AND UPCOMING SITE ACTIVITIES

Location	Activity	When / duration
Riverfront	Installing remaining marine furniture on the river wall (Fenders, Chains, Ladders)	Over the next 2 - 3 weeks
West side of site	Installation of waterproofing. Removal of sheet piles underneath the jetty	Continuing in September
East side of site	Installing block paving over the shaft after the permanent ventilation columns are installed	Until the end of the month
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: west side of the site this month	Chambers Street completed
Cofferdam	Breaking out concrete with excavators	Continues into October
Cofferdam	Removing excavated fill material and stockpiling it with excavators, as it will all be removed by barge	Continues through Autumn
Cofferdam	Dismantling sections with thermal cutting equipment	Continues through Autumn
Cofferdam	Concrete Pile removal: 0/33	Due to start next month
Marine works	Extracting sheet piles	153/410 fully extracted

THIS WEEKEND

The site team will be working tomorrow, installing marine fenders and chains along with general maintenance. As always, the 24-hour onsite security team will be on regular patrol.

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.

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 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.

The recommendations made by the ICP are therefore based upon a review of all the available information including personal on-site observations from site visits.

The Panel is aware of the ongoing works at the CHAWF site both in terms of written information and weekly reports but also from numerous site visits. Whilst elements of the current works are noisy, particularly during pile removal or any residual concrete breaking, high levels of noise do not occur all the time and noise from the site is mostly at a lower level.

Item 1	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741188 plus 11 videos sent via Sharepoint document transfer
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes. This claimant was on the Fast-Track awards and on two respite days a week, but this has now been reduced to one and she is appealing that decision. She has provided 11 videos which variously include noise from the site including some concrete breaking using a pecker. It is difficult to determine whether the windows or ventilation door are open or closed but the concrete breaking is loud. The claimant wishes the award of 2 days daily respite to be reinstated. The claim has been very carefully considered by the Panel, both in respect of the claimant's vulnerability related to health issues and the latest programme of works for the CHAWF site. Accordingly, the Panel has determined to make an award of two days of respite a week for each family member at the standard cost. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
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-741184
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.

	They are seeking a continuation of the two days respite a week until the works are completed. The claim has been very carefully considered by the Panel, both in respect of the husband and wife's acknowledged health issues and the latest programme of works at the CHAWF site. Accordingly, the Panel has determined to make an award of two days of respite a week for each family member at the standard cost. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
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-741197
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes. He is claiming: <i>1. Motorised blinds – one-way daytime blinds for privacy and blackout blinds for night. I kindly request that these are provided directly by Tideway, or alternatively by advance payment, as I am unable to cover these costs upfront.</i> <i>2. Respite allowance – confirmation that this is at the published rate of £30 per person per day (with receipts), rather than £30 per week.</i> <i>3. Therapy sessions – funding for an initial assessment (up to £300) and ongoing sessions (up to £150 each), to help manage the stress, sleep disruption and anxiety directly linked to the construction.</i> <i>4. Practical items – such as noise-cancelling headphones (up to £100) and, if necessary, an air filter or fan, as listed in the ICP guidelines.</i> <i>5. Compensation for costs – cleaning, security, and other additional expenses directly resulting from the works.</i> ICP Admin has clarified a number of aspects of his claim vis:

	<i>Some of the things that you list in your email and the table have already been awarded to you:</i> The Panel has considered this claim very carefully in respect of the claimant's reported health issues and the on-going site activities. Accordingly, the Panel has determined to make an award of two days of respite a week for the claimant at the standard cost. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. With respect to the other requests within the claim, the Panel has determined the following: <u>Therapy sessions</u> – the Panel's Medical Specialist did not consider that this was appropriate and would only be considered if the claimant can provide medical information from a doctor or hospital for further review by the Panel. <u>Noise cancelling headphones</u> – the Panel has not been made aware of any special circumstances, e.g. working from home, that indicates the need for noise cancelling headphones and therefore an award is not made. <u>Air filter or fan</u> – the Panel is aware of the air quality monitoring carried out for the area and does not consider that air quality is an issue, as the monitoring results indicate that air quality around the site is not dissimilar to other areas within London. <u>Cleaning, security and other additional expenses</u> – the claimant has not made a case for any of these specific items and therefore, in respect of this part of the claim, no award is made. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
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-741194
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.

	She is claiming: <i>Five days respite would be helpful with other compensation.</i> The Panel has considered this claim very carefully in respect of the claimant's health issues and the on-going site activities. Accordingly, the Panel has determined to make an award of two days of respite a week for the claimant at the standard cost. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. The Panel notes that it could not identify any significant reason why the award should be extended to 5 days a week or that any other compensation should be awarded. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
Further information required/actions arising	None
Information/action requested from Tideway	Tideway Mitigation team to engage with the claimant with respect to awards.

Item 5	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741195
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes. This is a new claimant who is requesting: <i>Given that I am regularly at home during construction hours due to both my work schedule and academic commitments, I am disproportionately affected by the noise.</i> <i>For this reason, I am requesting that compensation or other appropriate support be considered for residents in similar circumstances. This could include financial assistance, including respite in a hotel.</i> The Panel has considered this claim very carefully, in particular taking into account the claimant's work, which the Panel identify as a key worker. The Panel has taken into account the on-going construction works at the CHAWF site and accordingly, the Panel has determined to make an award of two days of respite a week for the claimant at the standard cost. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner.

	Additionally, the Panel makes an award of a pair of noise cancelling headphones, to a maximum cost of £100, to assist with studying from home. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
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-741186
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes. They are claiming: <i>I understand from your website that the maximum respite payment is £30/ day. Due to the significant and ongoing disruption of our lives we would like to claim this maximum compensation for both of us.</i> Based on the information available to the Panel, it has been determined to make an award of one day of respite a week for both claimants at the standard cost. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. The Panel will review this award in the very near future when it has managed to make a site visit. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
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-741193
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes. She is claiming: <i>I have been receiving one day's respite in recognition of ongoing disruption which I do not find to be enough however, this contribution has significantly assisted in covering the cost of alternative working arrangements, or incidental expenses incurred while working away from home. Currently working from home 3 days a week.</i> The Panel has considered this claim very carefully and makes an award of two days of respite a week at the standard cost. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
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-741187
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes. She now states: TEXT TAKEN FROM EMAIL 5/9/25 BY ICP ADMIN

	<i>I am writing to formally request the reinstatement of our two days of respite and an extension of respite beyond September 2025, due to the ongoing removal of panels and the construction work at the site.</i> <i>As I have repeatedly highlighted, we are the closest residents to the site, and the early-morning drilling and noise significantly disrupts our daily routine and learning environment. This situation is further exacerbated by the dust and general disturbance from the works, which have also had a notable impact on existing medical conditions in all of us that are only aggravated by continued exposure.</i> <i>It has come to my attention that other residents have been granted two days of respite per week extending until December. This raises serious concerns about inconsistencies in how respite is being allocated. We have made ICP aware of the impact the work is having on us, yet our provision has been reduced to just one day until September.</i> <i>Unless the work is confirmed to be completed by the end of September, I respectfully request that the original two days of respite be looked and also this arrangement be extended in line with other residents' respite periods, at least until the site work is fully completed.</i> The Panel notes the comments about other claimants' awards; however, it is the case that each and every individual claim is judged on its specific circumstances and therefore awards will not always be comparable. Based on all of the information available to the Panel, an award of one day of respite a week is made at the standard cost for all family members resident at the property. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
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-741185
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes.

	This claimant's property is on the east side of Fountain Green Square. The family is subject to the Fast-Track awards and it was previously agreed that respite could be accumulated to allow for occasional overnight stays away from the site. They are currently subject to one days' respite a week and she should be aware that this is extended until the 31st of December 2025. She has now come back to the ICP stating: <i>I request that you take immediate action to reduce the noise to a more acceptable and tolerable level, reconsider my application or put it through appeal process. Specifically, I would appreciate it if you could re-instate my previous award, ensure to use quieter methods, limit noisy activities to reasonable hours.</i> The Panel has considered this claim very carefully and has previously visited the property and is aware of the previous awards which have been made. The Panel notes the health issues that the claimant and her partner have identified and has determined to make an award of two days of respite a week at the standard rate for all family members resident at the property. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. <i>With respect to the Tideway contractors using quieter methods of working, they always endeavour to manage noise, and with that in mind, have restricted the hours when they work, but with the aim of completing the noisiest works this year.</i> Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 10	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741189
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes. She is claiming:

	<i>The claimant wishes her current award (of x1 day daily respite per person) to continue from 1 October 2025 until the end of December 2025.</i> The Panel has considered this claim very carefully. The Panel notes the health issues that the claimant has identified in respect of her partner and has determined to make an award of one day of respite a week at the standard rate for all family members resident at the property. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
Further information required/actions arising	None
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-741196
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes. She has now come back to the ICP stating: <i>I would like to make a request for ICP to extend my respite till December, I would also like ICP to reconsider reinstating my 2 days a week respite as well</i> The Panel has considered this claim very carefully. The Panel notes the family health issues that the claimant has identified and has determined to make an award of two days respite a week at the standard rate for all family members resident at the property. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
Further information	None

required/actions arising	
Information/action requested from Tideway	None

Item 12	Notes for the record
Applicant Reference	Email from MH of Tideway addressed to Admin ICP dated 16 September 2025 [papers awaited from claimant] Document reference: 2350-TDWAY-TTTUN-990-ZZ-ZZ-741201
Relevant Tideway site	Chambers Wharf
Decision	The claimant was rehoused for various reasons and there is a long claims history. The rehousing agreement is about to end as the works at the CHAWF site were thought to have completed by now but they have not, so the claimant is seeking further off-site accommodation. The Tideway Mitigation Team has stated: <i>We are referring this case back to the ICP for the following reasons:</i> <i>The resident states she will need office space and a separate place to practice her instruments.</i> <i>The works at CHAWF are likely to be ongoing for some time and it is not clear when the resident should be rehoused. I will be providing a detailed programme of works for the ICPs consideration.</i> <i>Having reviewed ICP minutes relevant to the case from 2022, the ICP had noted 'that access to temporary accommodation should continue for a further year from the date of the claimant vacating the existing accommodation. Prior to the expiration of a new one-year temporary accommodation agreement, the Panel will review the case again'.</i> <i>I have asked the claimant to forward on any information she wishes the Panel to consider, either directly or via the ICP Admin inbox.</i> <i>No claim or further information has been received.</i> The Panel is fully aware of the circumstances with respect to the claimant and has determined to extend access to temporary accommodation for a further six months from the date of this decision, or until the cofferdam works cease, whichever is the sooner. The Panel anticipates that the Tideway Mitigation team will engage with the claimant to determine the most appropriate accommodation, noting that in her own property she was previously sharing the accommodation. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
Details of the award	None

Further information required/actions arising	Tideway Mitigation to engage with the claimant in respect of the award.
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 8 October 2025