

INDEPENDENT COMPENSATION PANEL

MEETING #301 MINUTES

Purpose:	To determine medical, special cases and compensation claims.
Date and time:	Friday 19 December 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-741393

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>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> <ol style="list-style-type: none"> 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 has also provided a summary of activities and likely noise levels until the completion of works. 4. Chambers Wharf Community Liaison Working Group December 2025

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

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

5. The Weekly Site Update of the 12th of December 2025 (so from Monday 8th of December) describes the current and upcoming site activities:

12 December 2025

Dear Neighbour

This is your weekly newsletter update 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)	Restarting in January
West side of site	Installing waterproofing including drilling works	A few more weeks remain
West side of site	Removal of concrete blocks	Completed
East side of site	Finishing electrical works in the kiosk	Continues into next year
East side of site	Putting in block paving over the shaft	Completed
Around the site	Hoarding change adjacent to Axis Court	Completed
Around the site	Site clearance	Continues
Around the site	Road markings on Bevington Street near traffic island	Completed
Cofferdam	Breaking out concrete with excavators	Restarting in January
Cofferdam	Removing excavated fill material and stockpiling it with excavators, all to be removed by barge	Finishing in February
Cofferdam	Divers using thermal cutting equipment	Continuing
Cofferdam	Concrete Pile removal: 20/33	Continues until end of the year
Marine works	Extracting sheet piles. 165/410 fully extracted	Restarting in January and continuing into the Spring

THIS WEEKEND

The site team will be working on the cofferdam tomorrow, with the 24hr site security team on regular patrol.

COFFERDAM REMOVAL - TIDAL WORKING HOURS

Mon 15th 7am to 5pm

Tues 16th 7am to 5pm

Wed 17th 7am to 5pm

Thurs 18th 7am to 5pm

Fri 19th 7am to 5pm

Normal working hours for other activities are:

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

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 cofferdam removal, may take place from 5am to 10pm. This includes excavation, cell dismantling, stockpiling materials, lifting activities plus barge loading and movements. We try to plan our work so noisy activities do not start before 8am or continue after 6pm.

6. In addition to the above, a CHAWF remaining works programme and information has been issued by Thames Tideway Property Management on the

	<p>14th of October 2025. This provides progress on the pile removal and indicates that high noise activity could continue on and off, through to now April 2026; a better situation than the previously reported September 2026.</p>
	<p>It should also be noted that 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. A further site visit was carried out on Friday 31st of October 2025 where low level activities were observed and the programme discussed with the contractor's representatives.</p> <p>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.</p> <p>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 due not occur all the time and noise from the site is mostly much quieter. As for the previous meeting, it is notable that, of the 410 sheet piles, only 165 have been extracted and it is also understood that no further extractions will occur in 2025.</p>

Item 1	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741364
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.

	<p>It is noted that Tideway Mitigation has advised that the claimant uses daily respite allowance to put towards overnight accommodation as she works night shifts.</p> <p>This claimant is seeking:</p> <p><i>I am writing to request an extension of our respite award... Our current award is due to end in December, as per the previous arrangement.</i></p> <p>The Panel, having reviewed the forward programme of construction works, has determined to make an award of two days respite a week for the claimant and her son at the standard cost until the end of March 2026, at which time the Panel will reconsider all awards.</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
Information reviewed/taken into account	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741360
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>No claim form has been received to date.</p> <p>This claimant has now come back to the ICP requesting noise cancelling headphones which she had not previously requested as she had some earbuds, but these have been lost.</p> <p>The Panel has determined to make an award of one pair of noise cancelling headphones to a maximum cost of £100 to aid working from home. Additionally, the respite award is increased to two days a week at the standard cost until the end of March 2026, at which time the Panel will reconsider all awards.</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>

	<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
Information reviewed/taken into account	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741358
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>This claimant is claiming:</p> <ul style="list-style-type: none"> Respite for four people, two days per week at £30/person/day, consistent with previous awards, to allow my family regular relief from ongoing noise and disruption. Accumulation of daily respite over weekly or monthly periods, enabling unused portions to fund larger respite activities, such as family outings or medical appointments. Occasional overnight stays included within the accumulated allowance, to provide essential periods of rest and recovery. Recognition that the long-term, continuous nature of these works (since 2016, originally expected to finish two years ago) justifies flexible and sufficient respite support. Consideration of medical and health-related impacts. Pre-approval guidance and clarity from Tideway for accumulated activities, so that respite can be planned confidently without risk of non-approval. Allowing respite claims to cover multiple activities across a week or month, even if individual receipts are less than the maximum daily allowance, ensuring the full benefit of the award is applied to meaningful respite. <p>Additional notes:</p> <ul style="list-style-type: none"> <i>Weekly updates from Tideway confirm that noisy construction activities continue at the site, including cofferdam removal, pile extraction, and thermal cutting, often outside standard working hours (for example, 5am–10pm during tidally affected activities, newsletter 5 December 2025).</i> <i>I am happy to provide receipts, diaries, or medical evidence on request, but these have already been submitted to Tideway in previous claims.</i>

	<p>The Panel has determined that, having taken all of the available information into account, the award is as follows, cross-referenced against the various aspects of the claim:</p> <ol style="list-style-type: none"> 1) Respite for four people - The Panel, having reviewed the forward programme of construction works, has determined to make an award of two days respite a week for the claimant and all family members at the standard cost until the end of March 2026, at which time the Panel will reconsider all awards. 2) Accumulation of daily respite over weekly or monthly periods - Respite payments may be accumulated over a calendar month and used against specific larger respite activities which must be pre-approved by the Tideway Mitigation team. 3) Occasional overnight stays - The Panel has determined that no additional award is made in respect of occasional overnight stays. This is based on the on-going construction programme and that the accumulation of daily respite awards will allow the family to have occasional overnight stays. 4) Flexible and sufficient respite - The Panel have given this due consideration and considers that the awards as described above provide a reasonable degree of flexibility as to how the awards are managed, taking into account the mitigation which has already been provided to the claimant's property. 5) Consideration of medical and health related impacts - The Panel has fully taken into account the family's medical circumstances in determining the above award. 6) Pre-approval guidance and clarity from Tideway for accumulated activities - The Panel encourages the claimant to engage fully with the Tideway Mitigation team in advance of using any accumulated awards. 7) Allowing respite claims to cover multiple activities across a week or month - This is agreed by the Panel noting that the claimant will engage fully with the Tideway Mitigation team in advance of using any accumulated awards. <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
Information reviewed/taken into account	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741363

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>This claimant's last claim was heard at ICP meeting # 290 held on the 12th of August 2025. At that meeting, the following was awarded:</p> <p><i>The Panel has considered all of the available information and has determined that as an exception, based on the claimant's health issues, the claimant and her family are awarded access to two nights' accommodation for all family members until the end of December 2025, or to when noisy works cease, whichever is the sooner. The claimants should engage with the Tideway Mitigation team to agree costs.</i></p> <p>She has now come back to the ICP.</p> <p>The Panel has considered all of the available information including the construction programme and has determined that, as an exception based on the claimant's health issues, the claimant and her family are awarded access to two nights' accommodation per week for all family members until the end of March 2026, at which time the Panel will reconsider all awards. The claimants should engage with the Tideway Mitigation Team to agree costs.</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-741361
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>This claimant is claiming the following:</p> <ul style="list-style-type: none"> <i>A short break abroad for myself and my partner/carer to allow for essential recovery during the busy period in 2026.</i>

	<ul style="list-style-type: none"> • An extension of my current respite award, including two days of respite and one overnight stay per week. • An increase in respite to three days per week, due to the amount of time we must spend outside the home during Tideway working hours. <p>I appreciate the consideration already given to my circumstances and understand the complexities involved. However, the impact on my health now warrants additional intervention. I remain committed to working constructively with Tideway and the Panel toward a fair and compassionate solution. I am also willing to present my case via video conference if helpful.</p> <p>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 award is extended until the end of March 2026, at which time the Panel will reconsider all awards.</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 6	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741359
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimant has now come back to the ICP stating: <i>"it is very noisy when the construction working is taking place which affect me and my children mentally and emotionally too. That's why I am applying for respite twice a week."</i></p> <p>The Panel has considered all the information available for the claimant and has determined to make an award of 2 days respite/week at the standard cost for all family members. The award is extended until the end of March 2026, at which time the Panel will reconsider all awards.</p> <p>The Panel notes that the claimant may have experienced some difficulties in respect of receiving awards from the Tideway Mitigation Team and the Chair is willing to make a home visit if that would assist the claimant.</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-741362
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>This claimant has now come back to the ICP requesting the following:</p> <ul style="list-style-type: none"> • <i>Daily respite (£30 per day) due to the ongoing disruption and its impact on my physical and mental health.</i> • <i>Holiday respite, as a short break away from the noise and vibration would support my recovery and wellbeing.</i> • <i>Mitigation equipment, including:</i> <ul style="list-style-type: none"> ◦ <i>Blackout blind</i> <p><i>These measures would significantly improve my living environment and help reduce the health impacts caused by the construction works.</i></p> <p><i>I am <u>not</u> requesting rehousing.</i></p> <p>The Panel has considered all the information available for the claimant and has determined to make an award of 2 days respite/week at the standard cost for all family members. The award is extended until the end of March 2026, at which time the Panel will reconsider all awards.</p> <p>The Panel has determined that the request for holiday respite is not awarded, although the claimant may accumulate their respite award in any calendar month for longer breaks away from her property.</p> <p>With respect to the request for blackout blinds, Tideway has a separate procedure and the claimant is encouraged to engage with Tideway to determine whether this would be available.</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>

	<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 to engage with the claimant in respect of the blackout blind procedure.

Item 8	Notes for the record
Applicant Reference	The Panel considered the information contained in an email dated 16 December 2025
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>At ICP meeting # 290 held on the 12th of August 2025, the claimant's 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 cost 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 appealed this award and was requesting to revert to two days a week. She has provided nine videos taken from her balcony but none of these are indicating excessive noise levels.</p> <p>This appeal was considered at ICP meeting # 291 held on 26th of August 2025 and the following was agreed:</p> <p><i>The Panel has considered all of the information available to it and has determined that the existing award is not amended.</i></p> <p>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 much quieter. As previous meeting, it is notable that, of the 410 sheet piles, only 165 have been extracted and it is also understood that no further extractions will occur in 2025.</p> <p>From site visits and site/programme information, we are aware of the low level of activity at the site at the current time and hence the disturbance and activities description provided by the claimant does not fully replicate what has been happening on site recently.</p>

	<p>The claimant has responded to two assertions made by the ICP that she objects to and has provided nine videos taken from her balcony but none of these are indicating particularly excessive noise levels.</p> <p>ICP Response to the above: The nine videos have been re-examined and there is no evidence that they were taken from within the property. There are very clear views of the site with no window edges or curtains or other evidence that they were taken from within the property. Also, how the sound is heard indicates a freefield location.</p> <p>The ICPs observations as to the intensity of the works at the CHAWF site are based upon multiple site visits, programme and activity reports and discussions with the site Team.</p> <p>The claimant is also challenging working hours and that these should only commence from 09:00 hrs. The CLWG update of December confirms these as follows:</p> <table> <tbody> <tr> <td>Standard Hours</td><td>Monday-Friday: 8am-6pm Saturday: 8am -1pm</td></tr> <tr> <td>Extended Hours</td><td>Monday-Friday: 5am-8am & 6pm-10pm Saturday: 5am-8am & 1pm-6pm</td></tr> <tr> <td colspan="2">Including Tidal Working hours</td></tr> <tr> <td>Mobilisation / Demob Hours</td><td>Standard hours: 7am-8am & 6pm-7pm Extended hours: 4:30am-5am & 10pm-10:30pm</td></tr> <tr> <td colspan="2">Briefings, inspections, safety plant start- up checks, site cleaning, concrete wagons arriving for testing.</td></tr> <tr> <td>Maintenance Hours</td><td>Saturday: 8am-5pm Sunday: 10am-4pm</td></tr> <tr> <td colspan="2">Plant maintenance: installation and maintenance of services</td></tr> </tbody> </table> <p>The Panel has considered all the information available for the claimant and the on-going construction programme and has determined to make an award of 2 days respite/week at the standard cost. The award is extended until the end of March 2026, at which time the Panel will reconsider all awards.</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>	Standard Hours	Monday-Friday: 8am-6pm Saturday: 8am -1pm	Extended Hours	Monday-Friday: 5am-8am & 6pm-10pm Saturday: 5am-8am & 1pm-6pm	Including Tidal Working hours		Mobilisation / Demob Hours	Standard hours: 7am-8am & 6pm-7pm Extended hours: 4:30am-5am & 10pm-10:30pm	Briefings, inspections, safety plant start- up checks, site cleaning, concrete wagons arriving for testing.		Maintenance Hours	Saturday: 8am-5pm Sunday: 10am-4pm	Plant maintenance: installation and maintenance of services	
Standard Hours	Monday-Friday: 8am-6pm Saturday: 8am -1pm														
Extended Hours	Monday-Friday: 5am-8am & 6pm-10pm Saturday: 5am-8am & 1pm-6pm														
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Mobilisation / Demob Hours	Standard hours: 7am-8am & 6pm-7pm Extended hours: 4:30am-5am & 10pm-10:30pm														
Briefings, inspections, safety plant start- up checks, site cleaning, concrete wagons arriving for testing.															
Maintenance Hours	Saturday: 8am-5pm Sunday: 10am-4pm														
Plant maintenance: installation and maintenance of services															
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 an email dated 16 December 2025
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 ICP last dealt with the claimant at ICP mtg # 261 held on 29th of July 2024.</p> <p>She was awarded:</p> <p><i>The Panel has considered this claim very carefully with respect to the information provided by the claimant, in particular her health issues, and also the very detailed information with respect to site activities and has determined that access to alternative office accommodation should be provided three days a week until the end of September 2024. The claimant should engage with the Tideway Mitigation Team with respect to costs etc. The request for the costs of food and drinks is not approved as the Panel consider that this would be part of normal daily costs.</i></p> <p><i>The Panel has determined not to make an award of overnight accommodation for Friday nights as the Panel considers that the above award and the fast-track respite award should adequately address the claimant's concerns, noting that noisy works are not presently scheduled to commence until 0900 hrs on Saturdays and will cease at 1800 hrs on the Friday.</i></p> <p>The Panel has considered this latest claim very carefully and has taken into account the claimant's revised working arrangements. Accordingly, the Panel has determined to award access to alternative office accommodation for two days a week until the end of March 2026. The claimant should engage with the Tideway Mitigation Team with respect to costs etc. If the claimant does not require access to office accommodation at this time, then an alternative award of two days respite a week at the standard cost is made until the end of March 2026, at which time the Panel will reconsider all awards.</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

	NOTES FOR THE RECORD
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Address of affected property	Chambers Wharf Area
Relevant Tideway site	Chambers Wharf ("CHAWF")
Details of site activities	On-going cofferdam removal and associated works
Details related to the decisions	CHAWF All existing daily respite awards are extended to the end of March 2026 and will be for 2 days respite/week/person for qualifying family members. The respite awards will be reviewed in March 2026 to determine the impact of the coffer dam removal and whether the award should be extended.

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 14 January 2026