



MEETING MINUTES

Subject:	Hammersmith Pumping Station Community Liaison Working Group
Date and time:	Tuesday 25 September 2018, 19:00 to 21:00
Location:	The Distillers, 64 Fulham Palace Road, W9 6PH
Chair:	Christopher Jones in place of Tony Boys
Minute Taker:	Yvette Hewlett, External Minute Taker

Item	Topic	Lead	Duration Mins
1	Welcome and introductions	Chair	3 mins
2	Sign-off / issues from last minutes	Chair	10
3	Follow up on actions from last meeting	Chair	20
4	Update from Tideway <ul style="list-style-type: none"> 24-hour tunnelling works 	Tideway	30
5	Residents' questions to Tideway / Thames Water / St George	All	10
6	AOB	Chair	10
7	Summary of meeting and next date	Chair	3 mins

Attendees:

- Jonathan Harris (JH), Stakeholder & Consents Manager (West), Tideway
 - Morgan Anamoah (MA), Project Manager - Tideway
 - John Corcoran (JC), Section Manager - BMB
 - Vic Chetty (VC), Senior Community Relations Officer - BMB
 - Louise Davis (LD), Mitigation and Compensation Lead - Tideway
 - William Randall (WR), North West Field Services Manager - Thames Water
 - Michael Slack (MS), Communications Officer - Tideway
 - Yvette Hewlett (YH), External Minute Taker
- 14 other attendees including residents and representatives from St George Developments Ltd, London Borough of Hammersmith and Fulham, Winslow Road Amenity Group, Faulkner House and Chancellor's Road

1. Welcome and introductions

Christopher Jones (CJ) opened the meeting and advised he would be Chair tonight, in place of Tony Boys.

2. Sign-off / issues from the last meeting

A resident mentioned his query from the last meeting whereby he had asked why spoil from the Hammersmith Pumping Station site could not be taken to the Carnwath Road site by road and

then removed by barge. Vic Chetty (VC) advised a post meeting note was added to the minutes of the last CLWG as follows:

All clean non-hazardous spoil removed from the Hammersmith Pumping Station site is currently being off loaded at FCC Environment in Cricklewood, which is one of the UK's leading waste and resource management companies. All other spoil is taken to one of four other sites (Springfield landfill Beaconsfield, Bretts Aggregates – Ashwood Park, Dave Aggregates – Greenwich or Veolia – Rainham).

VC confirmed spoil from Hammersmith Pumping Station would not be able to be transferred to Carnwath Road. Louise Davis (LD) added that each site has certain consents and Tideway is not permitted to deviate from these consents.

3. Follow up on actions from the last meeting

Action 1: VC to find out where the spoil will be taken from Hammersmith and add a post-meeting note to the minutes, if possible.

See above - closed.

Action 2: Presentation to be distributed with the minutes.

Closed.

Action 3: EB to investigate the damage on Chancellors Road, as mentioned by CJ.

EB was not present tonight however CJ said the damage in question seems to have been repaired. CJ said there is still some damage at the top of Chancellors Road however and permanent forms of traffic calming measures are urgently needed at the top of Chancellors Road. In addition, Winslow Road could benefit from traffic calming measures (at the top of the road).

4. Update from Tideway (including 24-hour tunnelling works)

John Corcoran (JC) gave an update on the works. Presentation to be distributed with the minutes. **Action 1: YH.**

JC advised Tideway has been on site for 2.5 years and will be there for around another 2.5 years.

Tunnelling started in June and is currently taking place 24/5 on a shift pattern (continuously Monday 7am to Friday 7pm - not weekends). The tunnel has advanced 70m from the edge of the shaft towards the river and is currently underneath Tesco's. An average of 15m per week has been achieved in the last four weeks. There is a total tunnel length of 295m to construct.

JC advised the sewer weir walls and flume pipes within the inlet channel are now fully installed and the removal of the cutwater wall is currently 75% complete.

Silt that had built up within the inlet channel over the last 60 years was sucked away recently and several large concrete structures are currently being removed.

CJ asked if there is anything further that can be done to reduce the whining noise that comes from the gantry crane, which can especially be heard overnight. JC advised he has spoken to the manufacturer who said the noise is coming from the inverter. The manufacturer is visiting the site tomorrow to install acoustic strips around the inverter and JC said he would appreciate residents' feedback as to whether this helps.

A resident asked if the current type of work will continue for the next 2.5 years. JC said tunnelling will run to around the end of the second full week in January 2019, if everything goes to plan. It was due to be complete in December, however a month was lost due to a concrete batcher breaking down during concreting of the shaft base plug. JC confirmed the site will completely close down for Christmas at 6pm on 21 December and restart at 7am on 7 January 2019.

A resident said nobody informed the residents of the tunnelling over run to January 2019.

A resident asked if the gantry crane will be removed once the tunnelling is complete. JC said it will not, as it will be needed for day shift work until approximately mid 2020.

A Faulkner House resident said her windows are 6m from the site and even with her windows closed she can still hear the whine from the gantry crane all night. The resident added that six months is a long time to live with that disturbance.

A resident asked if the particular noise from the gantry crane is being monitored. JC confirmed noise monitoring takes place 24/7 but the whine from the gantry crane has not triggered any alarms.

A resident asked if a better inverter could be used, possibly a more sophisticated one.

A resident said there is a noise monitor at Brunswick House, however residents at tonight's meeting were from Faulkner House and wondered if measurements could be taken at Faulkner House too. Jack Budd (JB) advised he has arranged for a specialist to take noise measurements this week from different areas for comparison.

Philip Smith (PS) said he has been out to the site in the early hours of the morning and the noise in question is definitely coming from the gantry crane; both the whining sound and when the skip hits the bottom of the shaft. PS advised he met with Tideway following this visit and issues were raised and proposed mitigation measures put forward. The noise resulting from the skip hitting the bottom of the shaft has been addressed (matting has been placed at the bottom of the shaft to 'soften' the skip landing) and the whining noise will hopefully be resolved by the manufacturer at the site tomorrow. Once PS receives confirmation the inverter has had the acoustic strips installed around it, he will visit the site again and if the mitigation is unacceptable, he will sit down again with Tideway to discuss what else can be done.

JC continued his presentation and advised that a tunnel boring machine (TBM) is not being used to construct the tunnel at Hammersmith Pumping Station, a tracked excavator is being used instead. The excavator advances 1m and then a concrete lining is sprayed to reinforce the tunnel. JC confirmed that Tideway is not permitted to remove spoil by road after 6pm or before 8am.

CJ asked why Tideway cannot continue with the tunnelling overnight but stockpile the spoil until the morning. JC said that is exactly what they currently do. CJ said he meant could Tideway not store the removed spoil underground and then bring it up with the gantry crane after 8am the following day. JC said this would be impossible as there is not enough room underground.

JC moved on to the short-term lookahead, which covers the next three months. The interception chamber work will continue through next year. JC added he has had to work some Saturdays (permitted hours 8am – 1pm) however he does try to avoid this and on average is working every other Saturday at the most. The only Sunday working so far was when cables had to be installed over the Pumping Station.

A resident asked how long Saturday working will continue. JC said it will be ongoing for the next 2.5 years.

A resident asked if the site has to down tools and get out of the site when it rains. JC said only to the works in the Inlet Channel, where rainfall caused the sewers to spill into the stormwater network. This then ends up in the Inlet Channel. Rain does not affect the tunnelling side of work; just the inlet channel work.

Predicted and actual vehicle movement by Tideway from June to September were within predictions. Aoife Conway (AC) advised St George's is averaging around 15 vehicle movements per day at present.

Predicted vehicle movements for October to February 2019 are around 20 per day.

VC gave an update on community engagement and advised there had been 22 complaints / enquiries received since the last CLWG, as follows:

- Two x daytime works - *residents were advised of current works taking place with a short look ahead of future works*
- Three x odour complaints - *advised residents that the recent smells were caused by the temporary pumping system that Tideway had set up to manage the dry weather flow into the Pumping Station. Thames Water Stakeholder Liaison also spoke to the residents*
- 17 x noise complaints from night time works - *advised residents of investigation, confirmation of findings and mitigation put in place*

A resident asked what would happen if she called every night at 3am for six months. VC said if a resident called the Helpdesk, the Helpdesk would then contact the site shift manager immediately who would then carry out an investigation. Depending on the issue, it might be something that could be stopped there and then ie a generator that had been left on or it might be something that requires a more in-depth investigation.

The resident asked what would happen if she called each night for the next four months. VC said if three / four calls regarding the same issue were received in the same week it would flag the need for an issue to be resolved urgently, with mitigation being put in place.

CJ mentioned the gantry crane did not make the whining noise when it was first installed at the site. JC said the gantry crane possibly makes more noise when lifting heavier loads. CJ suggested lighter loads are used until the issue is resolved. JC said the issue is in the hands of the manufacturer who will be on site tomorrow.

VC detailed some of the mitigation that has been put in place on site, as a result of complaints about night time works:

- Acoustic enclosures have been added to the powder silos
- Acoustic blankets have been installed around the top of the silos and a bridge that linked the two silos has been removed, as this was vibrating when the levels of powder in the silos reduced
- Additional mitigation has been installed around the gantry crane compressors and noise suppression has been installed by fully welding the rails

VC said the team will do anything it can to reduce the impact of the noise on residents. He appreciates Tideway is a construction company and therefore some noise is unavoidable, however the team will try and keep the noise to a minimum, as Tideway wants to be a good neighbour. VC added it helps him and the site team to get emails, calls and videos, as it enables measures to be put in place.

A resident asked if a sound barrier could be placed between Faulkner House and the site. JC said he will speak to the gantry crane manufacturer tomorrow to see if a barrier can be placed on the gantry crane itself, as well as the acoustic strips on the inverter.

A resident thanked Tideway for everything it has done and appreciates Tideway is finally taking notice, however there is a long way to go.

A Faulkner House resident said some residents have more expensive flats with more soundproofing and ventilation etc, but the summer was incredibly bad for noise and was so hot that residents had no choice to open their windows. The resident asked if any night time work is planned for next summer. JC said the only thing that he may consider is when he will need to concrete the inside of the shaft, but this will only take two weeks and is not definite yet. He would also need to get permission from the council for this work.

CJ asked VC how Tideway will communicate with the Faulkner House residents once the gantry crane mitigation has been put in place. VC advised he would liaise with the Faulkner House representative present at tonight's meeting to provide an update and will also update the council.

VC advised another part of his role is to try and assist local charities etc. Tideway staff recently took part in transforming a garden for residents at Orchard House, which has had an extremely positive effect on the residents.

VC asked residents to let him know if anybody has any suggestions as to how Tideway may be able to help any other local organisations / charities etc.

LD introduced herself and explained her role is to assist residents who are looking for more information on the compensation and mitigation policies, or for assistance in completing and putting forward an application to the Independent Compensation Panel (ICP).

For specific queries, LD can be contacted on **07971 077165** or via email - louise.davis@tideway.london. For independent advice, the Independent Advisory Service (IAS) Helpline can be contacted on **0800 917 8845** or via email - info@tidewayias.co.uk.

LD can also submit residents' claims to the Independent Compensation Panel (ICP) or residents can submit a claim themselves to admin@tidewayicp.london. A claim form can be downloaded from here - <https://www.tideway.london/help-advice/compensation-information/independent-compensation-panel/>.

A resident asked what types of compensation are available? LD confirmed the title is somewhat misleading, as "standalone" financial compensation is not offered; it is more about how something is affecting an individual and what mitigation can be put in place right now and going forward. This could be double glazing, an air conditioning unit, daytime respite away from home, overnight respite away from home, rental of an office space if a resident works from home or rehousing.

LD added that each case is different and will be assessed by the ICP independently.

CJ asked if Tideway could offer Faulkner House residents temporary air conditioning units, as they cannot currently open their windows due to the noise. LD said any resident can make an application to the ICP (see above link to the application form) and ask for something they believe is a suitable form of mitigation for their personal situation. LD said air conditioning units are commonly asked for and commonly awarded, although this is not a guarantee that every application will be successful.

LD advised she is available to assist residents in gathering the required information in order to make a claim. LD advised it has been a very busy time of late but current applications are still only taking approximately four weeks to get in front of the panel.

A resident asked what can be done for vulnerable residents whose health may be deteriorating. LD said it is not so much about a standardised offering, it is about residents applying and outlining how the work is affecting them and what type of mitigation would be helpful for their personal situation.

A resident asked who is on the panel. LD said there are three main members; the Chair has a long history of environmental health experience, a doctor for medical experience and an environmental specialist for dust and noise related issues etc. There are also a couple of other specialists that sit on the panel when required ie if a local business is seeking compensation for loss of trade etc.

CJ said four weeks seems a long time for an application to make its way to the panel. LD explained the panel sits twice a month, so it depends where in the cycle we are when an application is received. CJ asked if the dates the panel sits are published. LD said no, as they change but she always has the most up to date information and emails these dates out when liaising with a resident about their application.

A resident asked how many claims one household can make? LD said there is no limit.

A resident asked if all Tideway sites work 24/7. LD said all the sites are different and at different stages and some sites do not require 24/7 working.

A resident asked why the proposal for 24/7 work was never consulted with residents. VC said a notification was sent out in June regarding the 24/7 working. The resident said her issue was that residents were not given the opportunity to object. Jonathan Harris (JH) said a Section 61 only requires consent from the council and a public consultation is not required.

5. Residents' Questions to Tideway / Thames Water / St George

A resident asked how large the catchment area for the Pumping Station is. JC said around 10km x 6km and there are 47 storm weirs that feed into two tunnels at the Pumping Station.

CJ asked when work will be finished at this site. JC said Tideway will hand the land back to St George in 2020. The whole system then has to be joined up and tested before being operational in 2022. The Pumping Station will remain an operational asset because if the new Tideway tunnel is ever full and there is heavy rainfall, it will revert back to pumping the overflow back into the river. However, this will only be around three times a year rather than the current 50 times a year, which will heavily diluted.

6. AOB

None.

7. Summary of Meeting and Next Date

Tuesday 22 Jan 2019.

Action 1: Presentation to be distributed with the minutes.

Deadline: 9 October 2018.