



MEETING MINUTES

Subject:	Planning Forum
Purpose:	Local Authority liaison on planning related matters.
Date and time:	22 nd March 2016, 10:00-12:00
Location:	Fleet Meeting Room, The Point, 37 North Wharf Road, Paddington
Attendees:	Adam Hutchings (Wandsworth), Bob Bennett (Tower Hamlets), Jeff Holt (Lambeth), Karl Fetterplace (Lewisham), Dianne James (Westminster), Kevin Reid (GLA), Kurt Gagen (City of London), Patricia Cuervo (RBKC), Peter Wilson (LBHF), Samantha Powell (Ealing), Lara Peter (RBKC), Rob McCarthy (Environment Agency), Dipesh Patel (Southwark). Ted Allett (TTT Forum Chair), Greg Tomlinson (MMO), Adam Hussain (Tower Hamlets). Ian Fletcher (Chair), Allen Summerskill, Chris Stratford, Clare Donnelly, Jon Barker, Jonathan Harris, Ken Whittaker, Mark Lewington, Michael Parsons, Nick Warans, Paul Iliffe, Stephen Thompson, Tim Snell, John Pearson, Rachel Devine, Jamie Gray, Ben Green, Peter Wilford, Belinda Redpath
Minute taker:	Jamie Gray
Doc ref:	2000-TDWAY-TTTUN-151-TZ-OM-100003-P01

Item	Action item / Notes for the record	By who	By when
1	Safety Moment BG referred to the Tappan Zee Bridge barge accident in New York on 12 th March 2016	-	-
2	Matters arising from the previous meeting Letters issued by Tideway regarding CompeteFor Waiver. IF presented a table of current responses with a number still outstanding. IF asks for all remaining responses to be issued ASAP. Single points of contact (SPOC) list to be updated to include Dipesh Patel (Southwark). LPA's urged to provide information to update list when necessary.	LPA's	15/4/16
3	STS Update		

	<p>BG reported on the revised Strategic Target Schedule (STS) programme.</p> <p>TA noted that the Chambers Wharf programme was the longest and asked if it could be brought forward. BG explained that this was not possible due to the length of time to construct the cofferdam.</p> <p>BB asked how the consents programme fits in. BG commented that the new programme drives the consents programme and all dates assumed consents were in place.</p> <p>KR asked if the potential for 24/7 working with the proposed acoustic sheds had been factored into the programme. BG commented that it had not however it presented further opportunities for condensing the programme.</p>		
4	<p>FLO (Central) Future Workload Projections</p> <p>NW presented the projected FLO consents submissions for the next 12 months. The immediate focus is in Wandsworth with applications to follow in the City of London and Wandsworth later in the year.</p> <p>KR asked about the current relationship between Tideway and the Thames Water Counters Creek project at Cremorne Wharf Depot. Tideway are currently engaged with the Counters Creek team from TWUL, and are discussing the various engineering solutions. When an integrated solution that is compatible with the existing parameters has been agreed upon, this will be instructed to Flo.</p>		
5	<p>CVB (East) Future Workload Projects</p> <p>JP presented CVB future workload projections for the next 12 months. There are a significant number of applications to be submitted to Southwark in the next month or two, with applications to Greenwich peaking in the summer, Tower Hamlets later in the year and Lewisham early next year.</p>		
6	<p>BMB (West) Future Workload Projects</p> <p>ML presented slides on the projected workload for the current calendar year. The initial focus will be on Hammersmith & Fulham, with applications to Wandsworth in respect of Putney Embankment Foreshore later in the</p>		

	<p>year. CEMP related submissions will be made to Richmond Upon Thames and Ealing.</p>		
7	<p>Thames Water Enabling Works Future Workload Projections</p> <p>IF presented slides prepared by Tim Wright who was taken ill. Many enabling works applications have been made with the remaining applications to be made to the City of London, RB Greenwich, LB Wandsworth and RBKC in the next 3 months.</p>		
8	<p>Thames Water System Works (Eight₂0)</p> <p>JB presented an indicative 6 month look ahead for the three Boroughs in which the Systems Works will take place. The main focus this year will be in Newham. Peak workload in Southwark and Tower Hamlets will be in mid 2017.</p>		
9	<p>EA & MMO Update</p> <p>IF displayed slides from a different source showing predicted workload for the EA and MMO given that both organisations were in the room.</p> <p>BB commented regarding the LPA's visibility over EA/MMO approvals. RM & GT replied stating that both parties would notify LPA's once approvals have been issued. BG/NW/JP also remarked that these will be reflected in the Tideway consent registers issued to the LPA's.</p>		
10	<p>Service Level Agreements</p> <p>Peter Wilford was introduced as the new Third Party Cost Centre Manager who is responsible for ensuring that payment of invoices are made expediently under the Planning Service Level Agreement. The raising of Purchase Orders and day to day interaction and processing of invoices would remain with Stakeholder existing points of contact</p> <p>Peter Wilford stressed that due to our strict auditing processes, it was vital that LPA's include a clear breakdown of costs on all invoices, together with the evidence detailed in individual agreements.</p>		

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	<p>LPA's to ensure that all invoices are completed correctly including the correct vendor name and that these are completed in accordance with the Service level agreement.</p> <p>P Wilson indicated that LBHF were about to issue an invoice that afternoon. It was explained that this would not be in accordance with the process set out in the agreement. No Purchase Order had been issued to LBHF to date due to ongoing discussions. POST MEETING NOTE: LBHF issued agreement to Tideway cost proposal and issued cost estimate for costs from IP award to end of financial year.</p> <p>KR requested a scope to be issued in terms of breakdown of costs. PW confirmed that this would be produced by Tideway and issued to the LPA's for agreement</p>		
11	<p>Complaints Reporting (BR)</p> <p>BR introduced a draft template for reporting of complaints to the LB's as required by the CoCP.</p> <p>Each LPA would receive a monthly complaints report. The reports would contain a range of categorised information including Site/Location, Date Received, Status and Resolution Notes.</p> <p>A new independent Complaints Commissioner was currently being recruited.</p> <p>BB asked if Tideway would be aware of any complaints received by LPA's. BR confirmed that a process was in place to deal with this issue and requested that all complaints received are logged.</p> <p>BB asked for a definition of "closed" regarding complaint status. BR stated that this was dependent on the nature of the complaint. BB was concerned that a complaint may have been recorded by Tideway as closed when it wasn't necessarily closed out in the eyes of the LPA. BB/KR suggested that a number of additional columns be introduced to record SPOC responses and call centre notes in order to resolve this issue. BR noted these suggestions to highlight with the wider team. BR clarified that the purpose of the report was to provide a summary of complaints received and managed by the Helpdesk. Further information regarding more complex cases would involve the environmental/ planning leads and that would be a good source of additional information regarding how</p>	Tideway	28/06

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	<p>the complaint was managed through the teams and EHOs, including the detailed resolution of complaints.</p> <p>TA asked how a repeat complaint was recorded. BR responded by confirming that these would be noted as first stage, second stage and then escalation.</p> <p>TA asked how the report would record trends in terms of numbers and topics of complaints. BR confirmed this would be noted in the report through the categories</p>		
12	<p>Hoarding/Public Art</p> <p>CD updated the meeting on the progress with procuring public art.</p> <p>Artist (John Walker) commissioned for Chambers Wharf hoarding in collaboration with local school.</p> <p>Work on going with COL artist in residence Martin Parr and City of London School to produce designs for Blackfriars hoardings.</p> <p>Future workshops to be set up across the three contracts to look at permanent design detail associated with landscaping schemes.</p> <p>It remains important for those authorities who have not signed the CompeteFor Waiver to do so.</p>	LPA's	15/4/16
13	<p>Future Meetings</p> <p>There was no interest in moving the location of the meeting.</p> <p>The frequency of the meeting was deferred to the Inter-Boroughs meeting. POST MEETING NOTE: It is understood that the Inter Boroughs meeting requested that the Planning Forum move to a two month cycle for the period that the TTT Forum is on a two month cycle. IF to arrange a meeting in two months' time.</p>	IF	17/5/16
14	<p>AOB</p> <p>None</p>		
Next meeting (date, time, location):		17 May 2016 10-12, Fleet, The Point, Paddington	
Next minute taker:		Daniel Bates	