



## MEETING MINUTES

<b>Subject:</b>	Kirtling Street and Heathwall Pumping Station Community Liaison Working Group
<b>Date and time:</b>	Thursday 7 June 2018, 6.30pm – 8.00pm
<b>Location:</b>	Tideway Information Centre, Kirtling Street, London, SW11 8BP
<b>Minute taker:</b>	Mark Walker (MW), Administrative Support, Tideway
<b>Chair:</b>	Steve Diamond, London Borough of Wandsworth

Item	Topic
1	Tideway Overview
2	Heathwall Pumping Station Progress Update and Marine Works
3	Kirtling Street Progress Update
4	Environment and Noise Update
5	Community Engagement
6	AOB

### Welcome, introductions and apologies

#### Chair:

- Steve Diamond (SD) – London Borough of Wandsworth

#### Project staff:

- Caroline Brennan (CB) – Community Relations, Tideway/FLO
- Ellie Brown (EB) – Community Relations, Tideway/FLO
- Russell Brown (RB) – Tideway/FLO
- Justin Feltham (JF) – Environmental Advisor, Tideway/FLO
- Alberto Gonzalez (AG) – Tideway/FLO
- Nick Rowland (NR) – Tideway/FLO
- Mark Walker (MW) – Admin Support (minute-taker)

#### Residents / Organisations:

Seven other attendees including residents and representatives from Riverlight, Nine Elms Pier and London Borough of Wandsworth.

#### Apologies:

Three apologies were received.

Item	Action
<p><b>Introduction and Apologies</b></p> <p>Welcome and introduction from Steve Diamond (SD), London Borough of Wandsworth.</p> <p>SD advised a resident will record the meeting on her mobile phone. No objections received.</p>	

Review of the minutes from the previous meeting (16 January 2018):

- Action 14 (20 July 2017): SD confirmed he has passed on contact details in relation to the Nine Elms Pimlico Bridge as promised
- Action 1 (16 January 2018): Regarding further discussion with the local community around the Green Wall, Justin Feltham (JF) confirmed the Green Wall will be discussed further at tonight's meeting
- Action 2: Regarding residents' living within Tideway's 100m radius distribution list being contacted regarding the issue of the Green Wall, JF confirmed the Green Wall will be discussed further at tonight's meeting
- Action 3: Regarding Tideway investigating whether an artificial Green Wall could be constructed from recyclable materials, JF confirmed the Green Wall will be discussed further at tonight's meeting
- Action 4: Regarding Tideway providing some idea of the budget for the Green Wall to see if this might be better used by a local charity, JF confirmed the Green Wall will be discussed further at tonight's meeting
- Action 5: Regarding a previous request from a resident asking where Tideway is with regard to the overall programme and when the LLAU will be removed as a technical planning restriction, Ellie Brown (EB) confirmed this information will be included with the minutes from tonight's meeting
- Action 6: EB confirmed an online copy of the latest issue of Tideway's 'River Thames' publication has been uploaded to the Tideway website
- Action 7: EB confirmed details of tonight's meeting were included on the Tideway website
- Action 8: Regarding Michael Appleton (MA) confirming who the Tideway representative at LB of Westminster is, SD advised he presumes this action is complete
- Action 9: Regarding MA confirming when the LLAU will cease to be valid, EB will link this action to her response to Action 5 above
- Action 10: A resident advised she is still awaiting a response to her query regarding any leeway on the completion date. At the previous meeting, the resident advised she believes there is a five-year allowance for remedial works and MA was going to check. SD requested an answer to this outstanding query is also provided along with Tideway's response to outstanding actions 5, 6 and 9 (above)

A resident asked for an update with regard to the Nine Elms Pimlico Bridge. SD responded to advise the design team has been looking at crossing options and has also been speaking with Thames Water, as the bridge cannot be built until this project has been completed. The resident asked if the council can veto the plan. SD advised there are two planning routes; one is a planning application to each local authority, the other is a Transport Works Act Order which would go through Parliament. If LB Westminster was opposing, it would do so through that mechanism. The next stages will be announced quite soon.

A resident asked how soon this is likely to be. SD confirmed an announcement should take place in about a month's time.

A resident advised there is an open action within the Actions Register regarding window cleaning at Riverlight. EB apologised for the delay and advised she will continue to chase Rendall and Rittner's contractor for a quote.

SD invited further comments on the minutes of the previous meeting – none received.

<p><b>1.0</b></p> <p>1.1</p> <p>1.2</p> <p>1.3</p> <p>1.4</p> <p>1.5</p>	<p><b>Tideway Overview</b></p> <p><u>Presentation – Justin Feltham (JF), Environmental Advisor, Tideway/FLO:</u></p> <p>JF advised the Tideway CLWGs have now been separated from the Northern Line Extension project, as Tideway works in the area now consist of three separate elements – Heathwall Pumping Station plus Civils and TBM work at Kirtling Street.</p> <p>JF advised the air quality and noise monitoring data featured in tonight’s presentation has been shortened but can be increased for future meetings, if required.</p> <p>Project overview provided by JF. The existing Victorian sewer system was designed with an overflow capacity directly into the River Thames. This system picks up sewage and rainwater, which gets mixed together. When large-scale rain events occur, these overflows are activated, resulting in sewage being emptied into the river. The system was developed when London had a population of around four million people, however this figure has now doubled to around eight million people. This results in overflows occurring around 40-50 times a year, rather than four or five times, as was the case originally. As a result, Thames Water keeps getting fined by the Environment Agency for pollution episodes that now occur on a much more regular basis. Tideway will be building new drop shafts, to pick up overflows and feed them into the new tunnel, which is designed to transfer its contents by gravity to East London, before being pumped to Abbey Mills Treatment Works. Here, sewage is treated before being returned to the Thames. The new tunnel will be 25 km long in total, with a total cost of £4.2 billion. Kirtling Street and Heathwall Pumping Station fall into the Central section of project (Chelsea to Blackfriars).</p> <p>JF explained that Heathwall Pumping Station is a site that will pick up the existing sewer overflow to the river. The existing outfall is currently being diverted and a cofferdam will be constructed and filled. Two shafts will be dropped at Heathwall Pumping Station; one will pick up the outflow and transfer that to the CSO shaft, which will then connect to the new tunnel.</p> <p>JF advised that works at Kirtling Street are all related to the construction of the tunnel. This involves building a large shaft, supporting the TBMs, transporting equipment and materials into the tunnel and removing the excavated material, which is loaded onto barges before being transported to Essex for beneficial reuse.</p>	
<p><b>2.0</b></p> <p>2.1</p> <p>2.2</p>	<p><b>Heathwall Pumping Station Progress Update and Marine Works</b></p> <p><u>Presentation – Justin Feltham (JF), Environmental Advisor, Tideway/FLO:</u></p> <p>JF provided more detail about a presentation slide showing a site layout of Heathwall Pumping Station. Everything shaded grey is existing infrastructure, whereas everything shown in colour relates to new works. JF also pointed out the location of the existing river wall and outfalls. Tideway is building a new section of the river wall in the river. This will allow the pumping station chamber to be built. This will connect into the smaller pumping station shaft, then the CSO and then into the main tunnel.</p> <p>A resident asked how far into the river the new river wall will extend. Nick Rowland (NR) confirmed it will extend approximately 30 metres into the river.</p>	

2.3	<p>JF advised a lot of work has been done to complete the diversion of the existing outfall.</p> <p><u>Presentation – Nick Rowland (NR), Tideway/FLO:</u></p>	
2.4	<p>NR provided an update on marine works. In order to complete the landside infrastructure, it is necessary for marine infrastructure to be constructed. Enabling works are currently taking place to prove the planned pile line, with the installation of piles scheduled for later this month. A jack-up barge will be used to install these piles.</p>	
2.5	<p>A resident asked to what depth these piles will be installed. NR confirmed the piles will be installed to a depth of 26 metres.</p>	
2.6	<p>A resident asked if the marine works have been planned for a long time. She lives very near to these works but was unaware they were going to take place. JF confirmed these works were included within the Development Consent Order (DCO) process, which secured planning permission for the whole route. The resident confirmed this work is happening right next door to her but she did not know anything about it.</p>	
2.7	<p>EB asked if the resident has ever received a Tideway information sheet, which are hand delivered to local residents. The resident confirmed she has never received an information sheet. EB apologised for this oversight and advised Tideway tries to communicate with local residents long in advance of works taking place. EB will take the resident's address after the meeting and check if the company responsible for the delivery of the information sheets has experienced any issues regarding access.</p> <p><b>Action 1: Tideway</b></p>	Tideway
2.8	<p>A resident advised there are other house boats in the area that also did not know about these works in advance. NR apologised and advised all relevant properties will be included in the next letter drop.</p> <p><b>Action 2: Tideway</b></p>	Tideway
2.9	<p>NR advised that the work to remove the foreshore clearance is tidal. Over the next couple of months, the cofferdam will be constructed. The piles will be delivered next week and will eventually be installed using a combination of vibro and impact piling. Tideway is permitted to carry out impact piling for a maximum of five hours per day if required but is not expecting to carry out piling for that length of time.</p>	
2.10	<p>A resident asked what the difference is between these two different piling techniques. NR advised vibro piling involves piles being vibrated into the ground, whereas impact piling involves piles being hammered into the ground. Although it is permitted to carry out impact piling for five hours per day, it will probably take approximately one hour to install each pile using impact piling, with around three per day being installed on average.</p>	
2.11	<p>A resident asked when piling is permitted to take place. NR advised piling is permitted between 8am and 6pm on weekdays and between 8am and 1pm on Saturdays. No piling will take place on Sundays.</p>	
2.12	<p>NR confirmed there will be noise generated by the impact piling, however there will be acoustic shrouding around the impact hammer, to reduce this as much as possible.</p>	

2.13	A resident asked how long it will take to build the cofferdam. NR confirmed the cofferdam should be complete by the end of October, although the infill process might take a little longer to complete.
2.14	NR outlined the planned location of the pile line.
2.15	A resident asked where the cofferdam will be located. NR highlighted the location of the cofferdam on a map.
2.16	A resident asked what the red area on the same map is. NR advised this is the BIM (Building Information Modelling) version of the Battersea large location.
2.17	A resident enquired about the two barges shown on the map. NR advised one is the jack-up barge that will be in position until 2022, to support the on-going tunnelling works. The other is a hopper barge.
2.18	A resident asked if the cofferdam will remain after the end of the project. NR confirmed the cofferdam forms part of the permanent architecture solution of the project. The resident believes the planned solution looks nice.
2.19	A resident asked if any consideration has been given to the possibility of accessing the river from the cofferdam. JF responded to advise he believes this was raised in the planning stage, with concerns about members of the public ending up in dangerous situations if access to the river was possible.
2.20	A resident commented that Middle Wharf is an operational wharf. A resident asked if this will be maintained and safeguarded. Dianne James (DJ) advised the design at this site has to ensure the final solution does not inhibit the operation of Middle Wharf. A resident enquired if any of the wharfs are likely to be lost. DJ confirmed she has heard they may be de-designated but not in relation to the Tideway project.
2.21	NR confirmed marine infrastructure should be completed by the end of October, in preparation for backfilling.
<b>3.0</b>	<b>Kirtling Street Progress Update</b>  <u>Presentation – Alberto Gonzalez (AG), Site Agent, Tideway/FLO:</u>
3.1	AG confirmed there are two separate teams working at Kirtling Street – Civils and Tunnelling.
3.2	The Kirtling Street shaft is an isolated structure. Its only function is to lower the TBMs down into the ground. Last year, diaphragm walls were constructed to create temporary wall support. The acoustic shed over the shaft allows night working to take place.
3.3	Over the past six months, two launch tunnels have been under construction, to temporarily hold the TBMs until they are handed over to the TBM teams and begin their journeys east and west.
3.4	AG played a video taken inside the acoustic shed at Kirtling Street. The shaft measures 32 metres in diameter and is currently 55 metres deep, with seven metres still to be excavated.
3.5	Since January, the team has been constructing diaphragm walls, portals and

	<p>tunnels. This helps to transfer/distribute loads underground. Sprayed Concrete Lining (SCL) works have also been taken place, which involves excavating ground one meter at a time for a total of 37 meters.</p>	
3.6	<p>AG advised the noisiest activity over the past six months has probably been the breaking out of the diaphragm wall. Some issues were experienced with regard to vibrations transferred to the Riverlight development. Subsequently, the team sat down to try to find an alternative way of working and found a solution that involved altering the sequence of breaking out. This involved using small tools at night and as a result, no more issues were experienced with regard to ground-borne vibration.</p>	
3.7	<p>AG advised how an adit is built in three different stages. To ensure the stability of excavation, it has been necessary to remove water from the ground and use additives to ensure the concrete reaches the required strength quickly.</p>	
3.8	<p>AG played a video showing the SCL process taking place.</p>	
3.9	<p>A resident asked what sort of material is being excavated. AG responded to advise the ground in this area is quite different in comparison to the rest of London - most of London's tunnels are at clay level which is stable and cohesive. AG stated that for the first time, the team at Kirtling Street is excavating half clay and also half sands, which are much less stable and can collapse, so dewatering is required, along with careful sequencing of the excavation.</p>	
3.10	<p>Russell Brown (RB) advised a sandstone strata has also been encountered.</p>	
3.11	<p>AG advised some tunnels are dug into rock and require explosives as part of the excavation process, however that is not necessary here.</p>	
3.12	<p>RB explained that the amount of power put into the tunnelling process affects the amount of vibration felt at the surface. TBMs can generate a lot of vibration, however the tunnelling team will monitor and slow down a TBM if necessary. RB referred to a similar tunnelling job in Dublin that passed beneath a lot of residential properties, so tunnelling was not permitted after 9pm.</p>	
3.13	<p>A resident asked if there are any parts of the route where the ground being excavated consists totally of sand. AG advised that as the TBM passes through the Blackfriars area, this is expected to be all sand.</p>	
3.14	<p>RB confirmed that just after Blackfriars, the ground to be excavated will be entirely sand. Right at the end of the route, there is a small section of chalk.</p>	
3.15	<p>RB explained that the sand encountered as part of the tunnelling process is very compressed. TBMs can balance pressure and the cutterheads are kept full of soil to prevent over-excavation. There are many safety checks in place and it is also possible to inject Bentonite out from and over the TBMs to fill any voids that are encountered.</p>	
3.16	<p>A resident enquired how settlement in this area is predicted if it is the first time that spoil consisting of half clay and half sand is excavated. AG advised that ground of this consistency will have been excavated as part of other tunnelling projects other than London and this information is used to ensure expert monitoring can take place.</p>	

3.17	RB confirmed many other tunnels have been dug at this level. There are quite basic geotechnical methods used to calculate settlement.	
3.18	A resident commented that this will be the first time tunnelling has taken place under Nine Elms Pier. RB advised this area has very easy geology for tunnelling in. The resident asked if RB is extremely confident the Pier will not experience settlement. RB advised there is nothing in this area the team expects to have issues with.	
3.19	With regard to work taking place over the next couple of months, AG advised the civils team is still working. There will be barge movements, which will take place during the day as much as possible, however this process is tidal so there may be some barge movements necessary at night. Loading operations have been quite far from residential area and there have not been any further noise concerns raised by the community, with no more anticipated.	
3.20	AG advised that when the casting of base slab takes place, this will require 3,500m <sup>3</sup> of concrete. This will need to take place in a single continuous pour over a 45-60 hour period, so will cover a couple of nights at some point towards the end of July. However this process is not expected to be noisy and local residents will be notified in advance.	
3.21	AG confirmed that once civils work is complete, RB's TBM team will take over.	
<p><u>Presentation – Russell Brown (RB), Tideway/FLO:</u></p>		
3.22	RB advised that during late February, a shear-leg crane was set up on the jetty to unload the heaviest TBM components from the first two boats. In the end, only one boat was unloaded by the shear-leg crane over a single shift and then a crawler crane was used instead. Eight vessels were used to make deliveries. The TBMs weigh approximately 800t each and comprise around 10 major components. They take around 11 weeks to build and once assembled, are loaded onto special SPMT vehicles for transportation above and below ground.	
3.23	Inside the acoustic shed, heavy lift gantries have been constructed to pick up the TBMs. Eight jacks and 140 wires are used to lower the TBMs into the shaft, with tunnelling scheduled to start at the end of September. The first TBM was lowered into position this morning and is now being set up. The second TBM will be soon be lowered into the shaft as well, with this planned to take place by Monday at the latest.	
3.24	A resident asked if the TBMs are dangled on wires down into the bottom of the shaft. RB advised there are four lifting points, with wires used because using a crane can be quite limiting. Lifting in a confined space is tricky, with 140 wires used in total.	
3.25	RB advised that tunnelling staff can live in a container underground in the event of an emergency.	
3.26	RB explained that from now until the end of September, the team will build grout plants, conveyors etc, in preparation for the start of tunnelling.	
3.27	RB advised that each TBM is 100 metres long, although the drilling section is only 12 metres long. Residents living near to the site will be able to see the TBMs being assembled.	
3.28	DJ advised LB Wandsworth was advised tunnelling would begin in October	

	<p>rather than September. RB advised the tunnelling will actually start in October but it is normal for the work schedule for a project of this size to shift by one or two weeks in either direction. The team is always trying to think of clever ideas in order to work faster and RB is keen to start tunnelling in September if possible.</p>	
3.29	<p>A resident asked if the conveyor belt will be noisy when in operation. RB advised the conveyor belt is built with its own acoustic cladding. The resident advised she works in the shipping container near the site. RB advised spoil is unloaded from the TBM 24/7, in order to fill five or six barges per day. The resident asked if the unloading of spoil will be noisy. RB advised that spoil loading is very quiet and takes place inside sound proof containers. The key is preventative maintenance to stop the conveyor belt rollers from making a noise.</p>	
3.30	<p>A resident asked if the act of moving the spoil into barges could be noisy. JF advised there can be initial issues with dropping material into an empty barge. RB explained the conveyor can be moved up and down to mitigate this. AG advised this is a different system to the one used by the Northern Line Extension team.</p>	
3.31	<p>A resident asked how spoil is removed from underground. RB advised it comes out on a conveyor belt system. Spoil is actually sandwiched between two conveyor belts and dragged to the surface.</p>	
3.32	<p>A resident enquired when the conveyor will start operating. RB confirmed it will start operating in early October, when tunnelling starts. JF advised Tideway also has a storage capacity over the road from the site.</p>	
3.33	<p>A resident asked if a trial run of the conveyor belt will take place in advance of the start of actual operations. RB advised there will be no spoil on the conveyor until the start of tunnelling. However, by sometime in August when the conveyor has been fully commissioned, the team will start running it.</p>	
3.34	<p>A resident asked how long tunnelling will take. RB confirmed tunnelling will take around 14/15 months and then secondary lining will take place.</p>	
3.35	<p>A resident asked how much the TBMs cost. RB advised you could probably buy five or six apartments for the same price.</p>	
3.36	<p>DJ asked if the TBMs will be used again after this project. RB advised the TBMs used on different tunnelling projects are often different sizes, depending on the size of tunnel being constructed and this does vary from country to country. It may be possible to sell the TBMs back to the company they were purchased from.</p>	
3.37	<p>A resident believes one of the TBMs used to build the Channel Tunnel is still buried underground. RB advised one of the TBMs used to build the Channel Tunnel was used again in Brighton, however there are three still buried underground.</p>	
3.38	<p>A resident asked when the start date for the tunnelling will be fixed, as it relates to settlement. RB advised the date is fixed every month and can change a few days backwards or forwards. Currently, it is expected to start at the end of September, start of October.</p>	
3.39	<p>A resident commented that Tideway needs to work backwards from the</p>	

	<p>projected start date in order to ensure monitoring of Nine Elms Pier takes place. RB advised his team provides plenty of information to the team responsible for monitoring, to ensure it is carried out in good time and the necessary permissions are in place.</p>	
<b>4.0</b>	<b>Environment and Noise Update</b>	
4.1	<p>JF provided an overview of air quality monitoring. There are two monitoring locations at Kirtling Street and there have been a number of exceedances recently, on opposite sides of the site:</p> <ul style="list-style-type: none"> <li>• 23 February 2018 and 14 April 2018: The site’s road sweeper has had a difficult time manoeuvring around the TBM components. There were spells of dry weather too, which contributed to the problem, so it was necessary for the team to take action to get on top of the problem</li> <li>• 21 April 2018: An exceedance occurred when the team was working underneath an air quality monitoring location. The team was actually installing a concrete slab which will help to reduce dust in the long-term</li> </ul>	
4.2	<p>JF confirmed there have been no air quality exceedances at Heathwall Pumping Station.</p>	
4.3	<p>JF highlighted the noise monitoring locations at Kirtling Street. A resident pointed out that one of the locations shown on the diagram is incorrect. JF acknowledged this mistake.</p>	
4.4	<p>JF advised there have been no noise exceedances at Heathwall Pumping Station over the past six months.</p>	
4.5	<p>A resident asked if the permitted noise levels are the same for Kirtling Street and Heathwall Pumping Station. JF is not sure but advised the criteria that has to be met is the same, with Tideway not permitted to exceed agreed background levels by set number of decibels. Exceedances have to be reported to LWB.</p>	
4.6	<p>A resident asked if exceedances are expected due to the work at Heathwall Pumping Station. JF responded to advise it depends on the activity. The council grants a Section 61 agreement and there are noise consultants who work on the project constantly and carry out modelling to predict likely exceedances. This allows the project engineers to change the way certain activities are carried out, in order to reduce exceedances.</p>	
4.7	<p>JF advised a monthly meeting takes place with the Environmental Health Officer at LB Wandsworth.</p>	
4.8	<p>A resident asked what happens if exceedances do occur. JF advised that they are reported to LBW and enforcement action would proceed if FLo were not adequately managing their impacts. Compensation schemes provided by the project are based on predicted level of noise impact and options include insulation and rehousing.</p>	
4.9	<p>A resident advised he has been numerous meetings regarding trigger levels for Kirtling Street but is unaware of any for Heathwall Pumping Station.</p>	
4.10	<p>JF advised lots of background monitoring has taken place in advance of the project. This should ensure Tideway has the ability to manage the impact but does not mean there will be no disruption.</p>	

4.11	A resident asked when predicted noise levels are submitted for Section 61, how do Tideway/FLO interface the predicted noise levels with actual measured noise levels. With regard to modeling, JF advised that these would not be qualified unless there were a number of exceedances. For example, when complaints were received from across the river as a result of barge loading, the modelling had been done correctly but the actual machine undertaking the work was found to be faulty.	
4.12	A resident asked if the measured noise levels are submitted to LB Wandsworth. JF advised monthly reports are submitted and the average noise level for each day is provided.	
4.13	A resident commented that there have been a couple of instances where the noise monitors have faltered at Kirtling Street resulting in data loss during the noisy periods. How is this data loss reported to LB Wandsworth? JF confirmed any data loss is included within reports - JF stated a limit of approx. 80% was deemed acceptable - and if it felt measurement was not being done correctly, LB Wandsworth would be in a position to take action against Tideway.	
4.14	A resident asked if Tideway would relocate her if the situation becomes unbearable. JF advised that under certain conditions, this could be the outcome. Tideway would talk to her in advance and try to resolve the situation. JF highlighted the existence of the 24/7 Helpdesk, which is used to record complaints. These are another big factor considered by LB Wandsworth. It is possible for complaints to be received without exceedances and the other way round too.	
4.15	DJ advised she chairs the London Borough Forum and encourages everyone to call the Tideway Helpdesk if they have issues. She wants to make sure all concerns are dealt with.	
4.16	JF advised Tideway tried to make sure local people are aware of activities taking place by issuing notifications. His job is to avoid exceedances.	
4.17	DJ advised LB Wandsworth and Tideway have very detailed meetings to review complaints received every month.	
4.18	JF advised of two recent complaints received in relation to Kirtling Street. Both of these related to the wheeled units used to carry the TBMs. They have power packs on the back and were left parked in front of a noise monitor. These exceedances were reported to LB Wandsworth.	
<b>5.0</b>	<p><b>Community Engagement</b></p> <p><u>Presentation – Caroline Brennan (CB) – Community Relations, Tideway/FLO:</u></p> <p>5.1 CB advised her role is to deal with complaints and enquiries, visit people if necessary to put minds at rest, coordinate community investment, work experience and STEM-based activities.</p> <p>5.2 Since January 2018, there have been 19 communications regarding work at Kirtling Street, broken down as follows:</p> <ul style="list-style-type: none"> <li>• 12 x noise</li> <li>• 3 x lighting</li> <li>• 4 x other enquiries about the project</li> </ul>	

5.3	CB confirmed the majority of complaints received in relation to Kirtling Street are about noise.	
5.4	Tideway undertakes a community survey every six months, with one completed recently. Only 0.5% of recipients responded, which equated to around 20/30 completions.	
5.5	In terms of the responses received, 24% rated Tideway's performance as worse than expected, with 40% rating Tideway as considerate. The next survey will be undertaken in June and CB hopes to get a better response.	
5.6	CB ran through some of the other findings from the most recent survey. The majority of respondents said the information received from Tideway is either 'very useful' or 'fairly useful'.	
5.7	A resident asked how the survey is distributed. CB advised a delivery company physically distributes these and they are also emailed out. The resident advised he lives at Riverlight but has never received one. EB advised she has checked previously and the delivery company definitely delivered these to the building, so there may be an issue with the concierge.	
5.8	A resident advised she has never received a copy of the survey either. EB advised this may be related to the issue of the resident not having heard about the Tideway project as a whole.	
5.9	A resident advised she has been in contact with Tideway in the past, so she is confused why she is not receiving any such updates. CB advised the Tideway client team was responsible for progressing the DCO and then passed over to its contractors for the actual construction phase. FLO is the contractor responsible for this section of the project and Tideway will have undertaken separate communication with local people on legal-based issues. Tideway does not necessarily pass contact details of these people to its contractors and if the resident has dealt with Tideway directly, this may be the case.	
5.10	A resident finds it strange that she has signed an agreement with Tideway regarding Kirtling Street but is not aware of the planned works at Heathwall Pumping Station. This seems ridiculous to her.	
5.11	DJ advised she has placed details of every planning application relating to Heathwall Pumping Station on the noticeboard outside Nine Elms Pier.	
5.12	A resident commented that communications relating to the Northern Line Extension are done differently and these are more effective.	
5.13	CB advised FLO has its own mailing list and she will take contact details from SDu today, in order to add her to this list. <b>Action 3: Tideway</b>	Tideway
5.14	A resident believes Tideway should have emailed her and asked her to opt-in to also receive information about Heathwall Pumping Station. CB responded to advise that if the resident has any specific issues or concerns regarding legal issues, Tideway will deal with these. FLO will deal with any issues relating to everyday works.	
5.15	JF advised that if people have concerns about any issues, they can call the Helpline.	

5.16	A resident asked if Tideway is the project manager for the project. CB confirmed that Tideway are the client and effectively the project managers. DJ believes Tideway is actually a three-tiered organization being Tideway – Bazalgette Tunnel Ltd, Jacobs previously CH2M – Tideway's delivery company, and then the contractors below that.	Tideway
5.17	A resident advised that local people do not need this fragmentation. Updates received from Battersea Power Station are superb and he would urge Tideway/FLO to do something similar.	
5.18	EB acknowledged that Tideway/FLO needs to look more closely at its communication approach. <b>Action 4: Tideway</b>	
5.19	CB commented that the Northern Line Extension works are probably more visible and require weekly updates, whereas Tideway work probably does not.	Tideway
5.20	A resident stated the only communication she receives is when a meeting is due to take place.	
5.21	EB advised she does have a summary of site-specific updates and the resident must not be on the distribution list. There was a move from Tideway's 'Get Involved' communications to FLO's own communications and it seems these may not be perfectly aligned. EB will ensure everyone in this room who has provided their contact details will be on the distribution list going forward. <b>Action 5: Tideway</b>	
5.22	JF advised that as works are just starting at Heathwall Pumping Station, it is a good time to be added to the distribution list.	Tideway
5.23	A resident asked how he can be added to the distribution list for Northern Line Extension updates. CB advised Mark Walker (MW) can assist after the meeting.	
5.24	In terms of community investment, CB advised Tideway works with Thames 21 to carry out litter picks. A resident believes a litter pick beneath Nine Elms Pier would be very beneficial.	
5.25	JF advised it is Environment Week this week and he will push for a litter pick for Kirtling Street. <b>Action 6: Tideway</b>	Tideway
5.26	AG advised she is currently organising a litter pick through Wandsworth Council for the Waterloo area. EB advised the area by the Tate is within FLO's section and therefore she can help. <b>Action 7: Tideway</b>	Tideway
5.27	CB advised of a recent community open day that had approximately 700 visitors over a two-day period.	Tideway
5.28	A resident asked if it will ever be possible for local residents to visit site and see into the shaft. JF advised this may be possible once the base is complete.	
5.29	CB advised she is very happy to organise a Virtual Reality tour for anyone who is interested.	
5.30	CB advised Tideway supported the ROSE Centre's recent Royal Wedding	

	<p>street party. Assistance has also been provided to Falconbrook Primary School, in terms of funding and also the decoration of a new family room. This is one of the most deprived schools in the area.</p>	
5.31	<p>CB advised work experience for 12 local school pupils is scheduled to take place soon.</p>	
5.32	<p>CB advised further litter picks are planned. Other activities include the donation of plants to the local community; a graduation and celebration event with students from Brixton UTC and Spiral; an event to mark International Women's Engineering Day; Careers Workshops and the Big Bang Fair.</p>	
5.33	<p>CB advised that the project has supported nearly 6,000 people and 40 organisations across five London Boroughs. Over 1,900 staff hours have been volunteered by nearly 700 staff.</p>	
5.34	<p>In terms of contact with the Tideway Helpdesk, CB advised the standard response times are five working days for complaints and ten working days for enquiries. Responses to complaints and enquiries relating to the Central section will be actioned by herself, EB or Mike Appleton (MA).</p>	
5.35	<p>A resident requested a response to her complaint about late payment from Tideway. CB confirmed payment will be received by Friday.  <b>Post Meeting Note: CB clarified payment would be made on Friday 15 June. However payment was finally sent on Thursday 14 June.</b></p>	
5.36	<p>JF ran through a list of update notifications distributed to the local community recently.</p>	
5.37	<p>JF advised the Green Wall is now progressing well and apologised for the length of time this has taken. Tideway is in discussion with LB Wandsworth's air quality department, which is keen for the Green Wall to be implemented, rather than Tideway making a charity donation. Tideway is now in discussion with Trees for Cities, which said it could install the Green Wall, maintain it and ensure it is properly reusable. It will consist of an ivy screen set in oak planters and once no longer needed by Tideway, these will go to a school in London as part of the 'Edible Schools' programme. With just a few minor consent issues to iron out, it is hoped installation will commence on Clean Air Day on 21 June. JF presented an image of what the Green Wall will look like after installation.</p>	
5.38	<p>DJ confirmed LB Wandsworth has checked the width of the pavement is sufficient at the intended site of location.</p>	
5.39	<p>JF advised the Green Wall will run from the site access gate to the end of Kirtling Street (junction with Cringle Street). It will be situated in front of the existing site hoarding. The hoard in front of Brooks Court will remain in place.</p>	
<b>6.0</b>	<p><b>AOB</b></p>	
6.1	<p>JF invited any further questions.</p>	
6.2	<p>In terms of settlement, assessment at Nine Elms Pier has been carried out by the client and confirmed by FLO. Three levels of settlement assessment can be done - Phase Three is the most detailed and this is the type that has been carried out. JF has been advised that no settlement mitigation is necessary, as the anticipated settlement will be maximum 5mm differential settlement across the length of the Pier. This level of settlement is regarded as negligible. JF</p>	

	<p>detailed that the current plan was for monitoring to be installed by the end of July. He assesses the environmental impact of this work and if the monitoring picks up anything outside of the predicted range, this will be investigated.</p>	
6.3	A resident confirmed she is waiting for a meeting on settlement.	
6.4	A resident asked what will happen to the shaft when work is complete. JF advised the shaft will remain and there will be an access point on top, however this will not be used very often. Battersea Power Station will not be able to build on top of the shaft and there will be an exclusion zone around it.	
6.5	DJ confirmed the only thing left visible will be an access kiosk for the shaft. An application for landscaping is expected in around six - eight weeks' time.	
6.6	<p>A resident asked if she can see the engineers' report whilst she waits for the meeting about settlement. JF advised this report was done for Tideway and if it chooses to release it, then it will. The resident has put a request via Helpdesk to see the report and EB confirmed the request has been forwarded to Tideway. The resident commented that if the report is freely available then surely it can be released. JF believes this will depend if Tideway deems it suitable for release into the public domain. The resident questioned if FLO also have a report as FLO has verified the engineer's report. JF stated FLO have carried out a Category 3 assessment confirming the data is acceptable in the client's Phase Three assessment.</p> <p><b>Action 8: Tideway</b></p>	Tideway
6.7	<p>A resident wants to be sure she is dealing with the right people, as she has signed a compensation agreement without any knowledge of other work that is going on. CB suggested the resident goes back to Tideway to clarify. However, EB and CV will flag this issue with Tideway. The resident confirmed she has previously dealt with Jim Clark.</p> <p><b>Action 9: Tideway</b></p>	Tideway

## 7.0 Actions Register

Meeting Date	Item	Action	Responsibility	Status
07/06/2018	2.7	<b>Action 1:</b> EB to take a resident's address after the meeting, to check if the company responsible for delivering information sheets to her home has experienced any difficulties regarding access.	Tideway	Open
07/06/2018	2.8	<b>Action 2:</b> All relevant properties to be included within the next Tideway letter drop.	Tideway	Open
07/06/2018	5.13	<b>Action 3:</b> CB to take contact details from a resident and add these to the FLO distribution list.	Tideway	Open
07/06/2018	5.18	<b>Action 4:</b> Tideway/FLO to consider the effectiveness of its communication approach.	Tideway	Open
07/06/2018	5.21	<b>Action 5:</b> EB to ensure everyone in the room tonight who has provided their contact details to be added to FLO's distribution list going forward.	Tideway	Open
07/06/2018	5.25	<b>Action 6:</b> JF to push for a litter pick for Nine Elms Pier.	Tideway	Open

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07/06/2018	5.26	<b>Action 7:</b> EB to liaise with SD regarding a litter pick in the Waterloo area.	Tideway	Open
07/06/2018	6.6	<b>Action 8:</b> Tideway to respond to Helpdesk enquiry on issuing engineer's report on settlement to two residents.	Tideway	Open
07/06/2018	6.7	<b>Action 9:</b> EB and CB to flag up the issues experienced by a resident with the relevant member of Tideway staff (possibly Jim Buck).	Tideway	Open
16/01/2018	1.3	A resident advised she is still awaiting confirmation of the relevant planning contacts from Thames Water in relation to the Nine Elms Pimlico Bridge. SD to check.	SD (LB of Wandsworth)	Closed
16/01/2018	5.4	A copy of the overview of the programme to be distributed with the minutes, as difficult to read on the presentation.	Tideway	Closed
16/01/2018	5.9	<b>Action 1:</b> PP to engage with local residents regarding the Green Wall	Tideway	Closed
16/01/2018	5.11	<b>Action 2:</b> Residents within the 100m radius to be contacted by Tideway regarding the Green Wall	Tideway	Closed
16/01/2018	5.14	<b>Action 3:</b> Tideway to investigate if an artificial Green Wall could be constructed from recyclable materials	Tideway	Closed
16/01/2018	5.17	<b>Action 4:</b> Tideway to provide details of the budget for the Green Wall, to gauge whether this money might be better used by a charity instead	Tideway	Closed
16/01/2018	5.19	<b>Action 5:</b> MA to confirm when the LLAU will be removed as a technical planning restriction	Tideway	Open
16/01/2018	6.4	<b>Action 6:</b> Next issue of Tideway's 'River Thames' publication to be made available soon, including an online version	Tideway	Closed
16/01/2018	6.8	<b>Action 7:</b> Details of future Kirtling Street CLWGs to be publicised on the Tideway website	Tideway	Closed
16/01/2018	6.11	<b>Action 8:</b> MA to confirm details of the Tideway representative at LB Westminster	Tideway	Closed
16/01/2018	7.3	<b>Action 9:</b> MA to confirm when Tideway will leave the area (see Action 5 above)	Tideway	Open
16/01/2018	7.6	<b>Action 10:</b> MA to check regarding leeway on the completion date of Tideway works, particularly with regard to 'settlement' and remedial works	Tideway	Open
12/10/2017	1.3	<b>Action 1:</b> SD confirmed he will speak to Dianne James and TfL about the ongoing issue of lorry movements on Cringle Street	LBW/TFL	Closed
12/10/2017	1.3	<b>Action 2:</b> MA to update on meeting with TFL regards to vehicle movements on Cringle Street	Tideway	Closed
12/10/2017	2.1	<b>Action 3:</b> Presentation slides to be distributed with the minutes	Tideway	Closed

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12/10/2017	5.27	<b>Action 4:</b> Tideway to investigate ongoing lighting complaints, in particular with regards to lighting around the hoarding shining towards Riverlight	Tideway	Closed
12/10/2017	6.5	<b>Action 5:</b> EB to continue liaising with Rendall and Rittner, Riverlight housing association, to provide update on potential window cleaning of Riverlight	Tideway	Open
20/07/2017	5.18	<b>Action 14:</b> A resident to receive confirmation of the relevant Thames Water planning contacts in relation to the Nine Elms Pimlico Bridge	SD (LB Wandsworth)	Closed