



## DRAFT MEETING MINUTES

<b>Subject:</b>	Kirtling Street and Heathwall Pumping Station Community Liaison Working Group
<b>Date and time:</b>	Thursday 13 June 2019, 6pm-8.15pm
<b>Location:</b>	Tideway Visitors Centre, Kirtling Street, London, SW11 8BP
<b>Minute taker:</b>	Yvette Hewlett, Springboard Marketing - external minute taker
<b>Chair:</b>	Councillor Paula Walker

Item	Topic
1	Welcome, introductions and apologies
2	Minutes of previous meeting
3	Chairperson handover
4	Heathwall Pumping Station site, environment and community update
5	Kirtling Street site, environment and community update
4	Community Relations update and community feedback
5	Any other business and agree next meeting date

### Chair:

- Cllr Paula Walker (Cllr PW) - London Borough of Wandsworth

### Project staff:

- Noel Cooper (NC) - Tunnelling Manager, Tideway/FLO
- Chris Darton (CD) - Delivery Manager, Tideway
- Megan Hembrow (MH) – Senior Manager, Property MRICS, Tideway/FLO
- Viv Jones (VJ) – Project Director, Tideway/FLO
- Iram Mirza (IM) - Environmental Advisor, Tideway/FLO
- Ponciano Perez (PP) - Project Manager, Tideway/FLO
- Natasha Rudat (NR) - Head of Engagement, Tideway
- Michael Slack (MS) - Communications Officer, Tideway
- Louise Walsh (LW) - Mitigation and Compensation Lead, Tideway
- Alick Whitfield (AW) - Community Relations Manager, Tideway/FLO
- Dan Callaghan (DC) – Senior Project Manager, Tideway
- Lucy Webster (LW) – External Affairs Director, Tideway
- Yvette Hewlett (YH) - Springboard Marketing - External minute taker

### Residents / Organisations:

21 residents and representatives from London Borough of Wandsworth, 6 Riverlight Quay, Nine Elms Pier, Savona and the Independent Complaints Commissioner.

### Apologies:

Four apologies were received.

	Item	Action
<p><b>1.0</b></p> <p>1.1</p> <p>1.2</p>	<p><b>Welcome, introductions and apologies</b></p> <p>Tideway advised that Riverlight and Battersea Power Station representatives were invited to tonight's meeting.</p> <p>Steve Diamond (SD) advised he would run through the minutes of the last meeting before handing over to the new Chair, Councillor Paula Walker (Cllr PW).</p> <p>A resident asked why Rob Streetly (RS) was not present tonight. Jason Andrews (JA) advised he was representing RS at tonight's meeting.</p>	
<p><b>2.0</b></p> <p>2.4</p> <p>2.5</p> <p>2.6</p> <p>2.7</p> <p>2.8</p> <p>2.9</p>	<p><b>Minutes of previous meeting</b></p> <p>A resident said the hard copies of the previous meeting's minutes did not include residents' names. Natasha Rudat (NR) advised residents' names get removed before the minutes are added to the website, for GDPR purposes. SD said at the next meeting, hard copies of tonight's minutes including residents' names will be available. <b>Action: 1.</b></p> <p>Action 3 (from 4 December 2018 CLWG) - A resident said the florescent lights were turned off after the meeting but are now back on. The lights were replaced by green lights, however they are now florescent again. Noel Cooper (NC) asked the resident to send a photo of the lights to Alick Whitfield (AW).</p> <p>Action 8 (from 4 December 2018 CLWG) - A resident said the note in bold was incorrect. Iram Mirza (IM) advised she will double check where the third test for noise impact in defined. <b>Action: 2.</b></p> <p>Action 5 - A resident said this action should still be open, as she is awaiting the results of the slab reinforcement survey. Michael Slack (MS) said he will follow up directly with the resident. <b>Action: 3.</b></p> <p>Point 5.11 - A resident said at the last meeting, Cllr PW read out a text from a resident who noted that they didn't go to the meeting as they felt there was no point as they believed Tideway were not trying to rectify issues. They also thought that the council did not assist residents in their responses. The resident suggested the responses from Tideway and the council did not show that either party act on residents concerns. <b>Action: 4.</b></p> <p>Point 5.20 - A resident had raised the point of the balcony design at Riverlight and wanted it stated that it was as if the noise was bouncing off the balcony and reverberating inside.</p> <p>Point 6.7 - A resident noted that she was enquiring about vibration on either side of Nine Elms Pier. The resident noted that there was vibration during the piling.</p> <p>Point 6.12 - A resident asked if there had been any update on whether residents can be informed when the tunnel boring machines (TBMs) are in use or not so residents know in advance what to expect at night. The resident added it would also be helpful to know if any maintenance is planned in advance. NC advised use of the barges is very dependent on tides and that between 7pm and 7am they would most likely have two barges overnight between a 6-7 hour window, with the rest of the time the spoil going into Brooks Court but things can change. NC said an email can be sent out if something has changed.</p>	<p><b>Tideway</b></p> <p><b>Tideway</b></p> <p><b>Tideway</b></p> <p><b>Cllr PW</b></p>

2.10	Action 4 - AW confirmed that Tideway will not be contributing to window cleaning at Riverlight. A resident said this was a disappointing result after two years. Action now closed.	
2.11	Action 10 - Cllr PW said she has spoken to RS and London Borough of Wandsworth has moved the regulatory services to Merton. RS can be contacted at <a href="mailto:robert.streetly@merton.gov.uk">robert.streetly@merton.gov.uk</a> (note his old Wandsworth email address no longer works).	
2.12	Action 10 (from 4 December 2018 CLWG) - A resident said the post-meeting note should say ground monitoring will continue for two years after activity causing movement, not one.	
2.13	A resident asked if anybody had any objections to her recording tonight's meeting. No objections received.	
2.14	A resident asked if version control could be adopted for minutes going forward. <b>Action: 5.</b>	<b>Tideway</b>
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<b>3.0</b>	<b>Chairperson handover</b>	
3.1	SD passed to the new Chair Cllr PW, who advised she will be Co-Chairing future CLWGs along with Cllr Maurice McLeod (Cllr MM).	
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<b>4.0</b>	<b>Heathwall Pumping Station site presentation by Ponciano Perez (PP), Project Manager for Heathwall</b>	
4.1	<b>Landside works</b> <ul style="list-style-type: none"> <li>• Highway modifications complete</li> <li>• Combined sewer overflow shaft segmental primary lining ongoing</li> <li>• Land piling for future interception chamber complete</li> </ul>	
4.2	<b>Marine works in the river</b> <ul style="list-style-type: none"> <li>• PP provided update on the marine works at Heathwall Pumping Station</li> <li>• Backfill of cofferdam complete</li> <li>• River wall piles reinforced and concreting complete</li> <li>• Mooring piles and 'camp shed' works started</li> <li>• Two more marine piles to be completed this week and next, for the mooring of the Battersea Barge. These will be much smaller than the recent piles (only ½ m in diameter) and therefore he is not expecting as much vibration to be caused, plus a smaller hammer will be used</li> <li>• There were two out-falls into the river from this site and Tideway will be capturing the flow through two shafts and transferring the flow into Tideway's main tunnel</li> <li>• A resident asked why the cofferdam was required. PP explained the cofferdam has to be in the river as there was not enough space at this site to build the shaft on land and capture the flow, so Tideway needed to gain an area from the river, in order to build the required infrastructure. Similar concepts have been applied at other sites such as Blackfriars, whereby the area left will become a new area of public realm</li> </ul>	

<p>4.3</p> <p>4.4</p> <p>4.5</p>	<ul style="list-style-type: none"> <li>• A resident enquired about the structures that will be left behind following completion. PP said when Tideway is complete and the site is reinstated, the Thames Path will open again in 2023 and all of Tideway's infrastructure will be underground</li> <li>• The cofferdam will remain and once work is complete, the only visible reminder of Tideway will be a ventilation column within the Thames Water compound.</li> </ul> <p><b>In-land shaft</b></p> <ul style="list-style-type: none"> <li>• 12 segment rings have been installed</li> <li>• Excavated down to 11m</li> <li>• Once complete, the shaft will be 47m deep</li> <li>• From July 2019, materials will be taken away by barges</li> <li>• When excavating the larger of the two shafts (in-land), the barges used will be half the size of those used currently at Kirtling Street (will use 850 tonne barges) and they will not be loaded at night, between 8am and 6pm</li> <li>• 24/7 work will not take place during shaft excavation, as excavation levels will be fairly low, so there should not be the need</li> <li>• Excavation of the shaft should be complete by the end of the year, with the plan to move to 24/5 working once the tunnelling starts in December but PP will be able to give further detail at the next CLWG</li> <li>• Barges will be moored against the piles and there will be around 3-4 barges per week</li> <li>• Spoil will be stored in a muck-bay area, which will be a big container and best practical means will be used</li> <li>• The spoil will effectively be tipped into the muck-bay area by skip</li> <li>• A resident asked if the set up would resemble Kirtling Street. PP said there will not be a conveyor belt in use, so it will be a completely different set-up to Kirtling Street. This activity is just to connect the shaft with the main tunnel, so only about 60m of tunnelling</li> <li>• Civil work will hopefully be finished during 2022 and then the whole system will undergo a period of commissioning. It is planned that work will be complete at this site in 2023</li> </ul> <p><b>Road works / segregation</b></p> <ul style="list-style-type: none"> <li>• A resident asked how long the road set up would remain. PP said the orange bollards opposite Waitrose will be in place for the duration of Tideway' work, as even after the marine works are complete as deliveries by road will still occur</li> <li>• Traffic lights in place</li> <li>• This scheme was developed with London Borough of Wandsworth and TfL over a long period of time and was agreed to be the best way to segregate cyclists / pedestrians from traffic</li> </ul> <p><b>Air &amp; Noise Quality - presentation by Iram Mirza, Environmental Advisor</b></p> <ul style="list-style-type: none"> <li>• Between March and June, there were three air quality exceedances. One was on 20 March and was caused by breaking obstructions for the West compound working platform. The other two occurred on 30 May and were a result of sub-contractor demobilisation</li> <li>• There were no noise exceedances between March and June</li> </ul>	
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<p>4.6</p>	<p><b>Kirtling Street Update - presentation by Noel Cooper, Tunnelling Manager</b></p> <ul style="list-style-type: none"> <li>• Westbound (Millicent) has just gone past Battersea Bridge - 2.3km of tunnel excavation completed and 1,292 tunnel rings laid (45%)</li> <li>• Eastbound (Ursula) has just gone past Heathwall Pumping Station - umbilical launch completed and 395m of tunnel excavation completed and 220 tunnel rings laid (5%)</li> <li>• California crossing installed in Millicent to allow for train movements within tunnel</li> </ul>	
<p>4.7</p>	<p><b>How we are managing the site</b></p> <p>NC explained the measures in place to try and minimise the disturbance for local residents:</p> <ul style="list-style-type: none"> <li>• Acoustic blankets around conveyor transfer hoppers</li> <li>• Screening on jetty</li> <li>• Electric jet-wash on barge</li> <li>• Plant operatives briefed to allow muck to pile up in Brooks Court where possible and to be considerate of neighbours</li> <li>• Conveyor alarm switched to flashing lights outside of daylight hours</li> <li>• Conveyor alarms with lower volume fitted following extensive liaison with manufacturer. The alarms have to sound in the day due to health and safety reasons</li> <li>• Muck bay assessed for dry muck / potential dust and dampened down when safe to do so in dry weather</li> <li>• White noise alarms on plant</li> <li>• Dedicated road sweeper</li> <li>• Regarding a complaint a few weeks ago about dust, NC visited site and does not believe the dust in question was coming from the muck pile – expand this explaining he had investigated personally.</li> <li>• A resident said the muck was there for about a week and NC said if there is the need to dampen down the pile, then this will be done, however he is always happy to receive photos from residents in order for action to be taken ASAP</li> <li>• AW asked for any videos relating to site issues to be sent through by We Transfer, as Tideway email addresses cannot receive videos</li> </ul>	
<p>4.8</p>	<ul style="list-style-type: none"> <li>• A resident said about three months ago, a cover at the end of the tele-stacker blew away in a storm and has still not been replaced. NC will investigate.</li> </ul> <p><b>Action: 6</b></p>	<p>Tideway</p>
<p>4.9</p>	<ul style="list-style-type: none"> <li>• Regarding the make-up of the spoil, IM confirmed sampling is done at both the site and at the company that receives the spoil and so far nothing hazardous has been found. All information relating to this is available to the Environment Agency, so it is aware of what material is being removed and what additives are used and that the material is safe for the location it is being sent to. In addition, the Environment Agency sometimes drops by the site unannounced to check the information</li> <li>• A resident asked about installing rubber at the bottom of the barges. NC does not believe this would dampen the “splattering noise”. At the disposal site away from the site, they will use excavators to remove the spoil, which would damage any rubber at the bottom of a barge</li> </ul>	

	<ul style="list-style-type: none"> <li>Once commissioning has finished, SD said the site belongs to Thames Water and there are agreements in place with the existing landowners for the land to be given back. The only development that has any consent at present is Phase 7, by Battersea Station. Nothing can be built around Tideway's shaft and a small area around it.</li> </ul>	
5.0	<b>Kirtling Street site, environment and community update</b>	
5.1	<p><b>Air &amp; Noise Quality - presentation by (Iram Mirza)</b></p> <ul style="list-style-type: none"> <li>Between March and June, there were four air quality exceedances. Two were on 22 April and were caused by dry conditions over the long bank holiday weekend. The other two were on 30 April and 19 May and were as a result of a cleaner sweeping under the monitor</li> <li>There was one noise exceedance between March and June, which occurred on 19 April and was due to a conveyor belt catching, which was rectified quickly which was rectified on the day</li> <li>Two attended monitoring sessions have taken place north of the river (Westminster Council) during high and low tide</li> <li>Three weeks of monitoring took place on a Riverlight 6 resident's balcony, between 7 February and 5 March.</li> <li>At the beginning of February, this monitor picked up the sound of the spoil dropping, which added approximately two decibels to the reading, plus other traffic, sirens, aircraft noise etc. Other than that, no other exceedances were reported from this monitor</li> <li>A resident agreed that motorbikes etc can be heard but that kind of sound will not necessarily wake people up, as it is short-lived. The noise from the alarms during the day, banging from the excavators or the splattering of the muck is continuous</li> <li>A resident said the conveyors can be heard now and that is what he has to put up with constantly and it is too hot to keep windows and doors closed</li> <li>The baseline and trigger levels on slide 23 were set when the modelling was done at the beginning of the project before Tideway was even on site. These levels were agreed with the Council</li> <li>AW said when the noise trigger levels were modelled, it was based on the Riverlight buildings specifications that were provided</li> <li>A resident said when he sits on his balcony, he is being subjected to noise levels over 50 decibels, which is what the World Health Organisation deems as damaging. JA said he is a Pollution Team Manager from the Regulatory Services Team and that it would take a lot more than 50 decibels to damage hearing</li> </ul> <p>5.2</p> <ul style="list-style-type: none"> <li>JA said he will speak to his team and programme in some pro-active visits to the site to carry out monitoring (as he does with other sites), however his team will not go into people's properties. JA can arrange for deployable monitors to be provided and he is happy to speak to people about this. <b>Action: 7.</b></li> <li>IM agreed that residents need a subjective view from the Council and advised that monthly noise reports as well as complaint details are shared with the Council and discussed monthly</li> </ul>	JA

<p>5.3</p>	<ul style="list-style-type: none"> <li>• A resident added the sound outside is completely different to what residents are experiencing inside</li> <li>• A resident asked what it would take for the Council to enforce changes to the site ie for the Council’s decision not to erect an acoustic enclosure at Brooks Court to be overturned. Diane James (DJ) said consent for the project was not given by the Council, it was given by the Government and the Council then stepped in at a later stage</li> <li>• A resident asked if the construction of the Riverlight Building was taken into account when Tideway was agreeing its baseline measurements. IM to question the air quality consultants to see if this was the case at the time. <b>Action: 8.</b></li> <li>• A resident said he understands Tideway is working to set parameters but these are ridiculous. The average noise level is 60 decibels and he believes that if Tideway made lots of noise each day, no penalty would be met</li> <li>• IM said she is employed in order to work with the engineers in order to improve things and in her eyes, things have improved on site over the last few months. The site is certainly in a better place than in March and a lot more focus has been given to reducing noise and briefing workers. JA believes this but from his perspective it is all about a subjective view</li> </ul>	<p>Tideway</p>
<p>5.4</p>	<ul style="list-style-type: none"> <li>• A resident said the second section from Action 2 from the previous meeting needs to remain open ie an explanation of how the average is calculated over a month to be shown at future CLWGs. <b>Action: 9.</b></li> </ul>	<p>Tideway</p>
<p>5.5</p>	<ul style="list-style-type: none"> <li>• A resident suggested that even with the use of barges versus lorries, an extra third of pollution is being emitted into the atmosphere, as the low emission zones of London do not apply to the river. Lucy Webster (LW) said Tideway had recently conducted some modelling on that highlights the benefits on using barges. This can be shared post meeting. <b>Action: 10.</b></li> </ul>	<p>Tideway</p>
<p>5.6</p>	<ul style="list-style-type: none"> <li>• A resident said spoil dropping was noticeably quieter (and dryer) at the launch of the TBM going east than now. If Tideway could sort out the liquidity of the muck, it would make the dropping process quieter. NC said the westbound drive is now in full London clay and will continue for the rest of its journey. The eastbound drive has got some clay in the top but is mainly travelling through sands and gravel so the consistency is very changeable. Lots of work was carried out with additives as the muck was extra wet so it really does depend what type of ground the TBM is travelling through but the team does make the muck as dry as possible</li> </ul>	
<p>5.7</p>	<p><b>Compensation and Mitigation - Louise Walsh (LW), Compensation and Mitigation Lead, Tideway</b></p> <ul style="list-style-type: none"> <li>• If anybody wishes to make a claim if they are affected by Tideway’s work, they can get advice from the following: <ul style="list-style-type: none"> <li>• Independent Advisory Service (IAS) Helpline for independent advice - <b>0800 917 8845</b> / <a href="mailto:info@tidewayias.co.uk">info@tidewayias.co.uk</a></li> <li>• LW for personal assistance and advice - via the Tideway Helpdesk <b>08000 30 80 80</b> or <a href="mailto:helpdesk@tideway.london">helpdesk@tideway.london</a> or direct <b>07971 077165</b> / <a href="mailto:louise.walsh@tideway.london">louise.walsh@tideway.london</a></li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>• To submit a claim:             <ul style="list-style-type: none"> <li>• LW can submit this for you to the Independent Compensation Panel (ICP) on your behalf</li> <li>• You can submit your claim direct to the ICP - <a href="mailto:admin@tidewayicp.london">admin@tidewayicp.london</a></li> <li>• The IAS can send you a claim form, or you can download a form from the Tideway website, or click <a href="#">here</a> (then click on 'contact the ICP team', then click on 'ICP claim form')</li> </ul> </li> <li>• LW advised the claim process is simple, with one basic form to complete and email to the ICP, along with any supporting documentation. LW is available to help residents through the process, from start to finish if required, or even if somebody just needs a little bit of assistance</li> <li>• LW advised she was asked last time to provide some stats regarding claims to date for the Central region, January 2018 to date:             <ul style="list-style-type: none"> <li>• Claims submitted - 15</li> <li>• Rejected - 3</li> <li>• Approved - 12</li> <li>• Gone to appeal - 2 (any resident wishing to appeal needs to contact Stephen Turner (ST) the Independent Complaints Commissioner (ICC) - <a href="mailto:icc@tidewayicc.london">icc@tidewayicc.london</a>)</li> </ul> </li> <li>• The whole point of compensation and mitigation is each household is assessed as a 'special case', cases are not grouped together per block of flats / building etc. Each case is assessed on an individual basis and there are a range of things that can be applied for, depending on how a person is being affected by the works ie working from home, medical condition, night-worker etc. Everything is considered, however not everything is approved</li> <li>• A resident sked why the Council needs to approve air conditioning inside people's apartments. LW advised that if a case warranted air conditioning being awarded, the application would then progress to the next stage which would include a caveat that the mitigation had been awarded but was subject to permission being sought from the landlord or planning permission from the Council, depending on the owner / set-up of the apartment</li> </ul>	
<p><b>6.0</b></p>	<p><b>Community relations update and community feedback - AW</b></p>	
<p>6.1</p>	<ul style="list-style-type: none"> <li>• Between March and June, the following complaints / enquiries were received:             <ul style="list-style-type: none"> <li>- Kirtling Street: 88 (80 complaints, 97% of which were related to noise)</li> <li>- Heathwall Pumping Station: 3 (one complaint relating to noise)</li> </ul> </li> <li>• AW said unfortunately, there was recently an issue with the Helpdesk email account and the team is looking at speeding the process up</li> <li>• Between January and June, lots of community engagement has been carried out, including a litter survey and clean-up with Thames 21 in Battersea, attending jobs fairs across Central area, Bounce Back programme to get ex-offenders into work, 15 work experience places for students within the Tideway Central boroughs for Summer 2019 and STEM Ambassador training</li> <li>• On behalf of Churchill Gardens residents, a resident said they were in touch on Twitter with her and Tideway to advise they could not get their representatives to attend tonight's meeting and have been trying to liaise with Tideway to get a CLWG set up on the north-side of the river. The resident believes Tideway should be using Twitter to interact with residents, rather than</li> </ul>	



	<p>just as a propaganda tool. MS said Tideway does not wish to get into conversations on Twitter but he saw the Tweet and will take action to email Churchill Gardens. <b>Action: 11.</b></p> <ul style="list-style-type: none"> <li>• A resident said a few of the other Riverlight residents asked if future meetings could take place at 7pm-9pm instead of 6pm-8pm. This was agreed.</li> <li>• A resident asked if the annual survey of the whole project is due once again. AW said it is and he is in the process of speaking to the delivery company to ensure the surveys are received. MS confirmed the survey should appear with the summer version of River Times</li> </ul>	Tideway
<b>7.0</b>	<p><b>AOB and agreed next meeting date</b></p> <p>A resident said that at a Northern Line Extension meeting, as a sweetener to local residents, a private tour was offered and he wanted to know if this was something that Tideway could offer in the future. NC said he will look into it. <b>Action: 12.</b></p> <p>Cllr PW thanked everybody for coming and said it was good to have so many more people here than normal.</p> <p>AW thanked SD for his hard work as Chair over the last few years.</p> <p>Date of next meeting - <b>Thursday 5 September, 7pm-9pm</b> at Tideway Visitor Centre, Kirtling Street, London, SW11 8BP</p>	Tideway

**Actions Register:**

Meeting Date	Item	Action	Responsibility	Status
13/06/2019	2.1	Action 1: Hard copies of the previous meeting's minutes to include residents' names.	Tideway	Closed
13/06/2019	2.3	Action 2: IM to double check the note in bold on page 3 of the 7 March 2019 minutes. <b>Post-meeting note: The third test for noise impact is referred to in the Non-Statutory Off-site Mitigation and Compensation Policy and applies to forecast (predicted) noise only. There is no requirement for monitored noise data to be assessed against this test.</b>	Tideway	Open
13/06/2019	2.4	Action 3: MS to chase the results of the slab reinforcement survey for a resident (originally Action 5 from 7 March 2019 meeting). <b>Post-meeting note: MS to follow up with resident separately</b>	Tideway	Closed

13/06/2019	2.5	Action 4: Cllr PW to email details of a resident's text regarding noise disruption to AW for action.	Cllr PW	Closed
13/06/2019	2.13	Action 5: Draft minutes to be numbered going forward, as requested by a resident.	Tideway	Closed
13/06/2019	4.8	Action 6: NC to investigate if the cover that blew away from the end of the tele-stacker will be replaced.	Tideway	Open
13/06/2019	5.2	Action 7: JA to speak to his team and programme in some pro-active visits to the site to carry out monitoring and arrange for deployable monitors to be provided.	Wandsworth Council	Open
13/06/2019	5.3	Action 8: IM to question the air quality consultants as to whether the construction of the Riverlight Building was taken into account when Tideway was agreeing its baseline measurements, as asked by a resident.	Tideway	Open
13/06/2019	5.4	Action 9: A slide giving an explanation of how the average is calculated over a month to be shown at next CLWG (originally Action 2 from 7 March 2019).	Tideway	Closed
13/06/2019	5.5	Action 10: Tideway to share information on benefits of using barges. <b>Post meeting note: Additional information provided alongside minutes</b>	Tideway	Closed
13/06/2019	6.1	Action 11: MS to liaise with Churchill Gardens, with a view to setting up a separate 'north of the river' CLWG in late July.	Tideway	Closed
13/06/2019	7.0	Action 12: NC to look into the possibility of a private tour being organised for residents.	Tideway	Open