



DRAFT NO. 1 MEETING MINUTES

Subject:	Kirtling Street and Heathwall Pumping Station Community Liaison Working Group
Date and time:	Thursday 5 September 2019, 7pm-9pm
Location:	Tideway Information Centre, Kirtling Street, London, SW11 8BP
Minute taker:	Yvette Hewlett, Springboard Marketing - external minute taker
Co-Chairs:	Councillor Paula Walker and Councillor Maurice McLeod

Item	Topic
1	Welcome, introductions and apologies
2	Minutes of previous meeting
3	Heathwall Pumping Station update and community feedback
4	Heathwall Pumping Station environment update
5	Kirtling Street update and community feedback
6	Kirtling Street environmental update
7	Community relations update and community feedback
8	Any other business and agree next meeting date

Co-Chairs:

- Cllr Paula Walker (Cllr PW) - London Borough of Wandsworth
- Cllr Maurice McLeod (Cllr MM) - London Borough of Wandsworth

Project staff:

- Noel Cooper (NC) - Tunnelling Manager, Tideway/FLO
- Iram Mirza (IM) - Environmental Advisor, Tideway/FLO
- Ponciano Perez (PP) - Project Manager, Tideway/FLO
- Michael Slack (MS) - Communications Officer, Tideway
- Louise Walsh (LW) - Mitigation and Compensation Lead, Tideway
- Alick Whitfield (AW) - Community Relations Manager, Tideway/FLO
- Yvette Hewlett (YH) - Springboard Marketing - external minute taker

Residents / Organisations:

19 residents and representatives from London Borough of Wandsworth, Wandsworth Remedial Services, 3 Riverlight Quay, 6 Riverlight Quay, Nine Elms Pier and Savona.

Apologies:

Four apologies were received.

	Item	Action
1.0	Welcome, introductions and apologies	
1.1	Welcome from Cllr Paula Walker (Cllr PW) who advised she would have to leave tonight at 8.40pm, so her Co-Chair Cllr Maurice McLeod (Cllr MM) would take over.	
1.2	Cllr PW advised that a resident will be recording tonight's minutes and asked if there were any objections. No objections received.	
2.0	Minutes of previous meeting on 13 June 2019	
2.1	Cllr PW asked for Cllr MM to be added as Co-Chair going forward.	
2.2	Point 2.2 – A resident said this should be an action point, as she sent a picture of the florescent lights Alick Whitfield (AW) asking if they can be redirected. AW will investigate this tomorrow with Noel Cooper (NC) and see what they can do. Action: 1	Tideway
2.3	Point 2.3 – MS said a correction note was inserted at the end of the 13 June minutes (within the Actions Register) and details were sent to the resident. The resident received the corrected notes but wants to know if the ICP is aware of the information, as it is outside of the non-statutory offsite compensation policy for noise calculations. Louise Walsh (LW) advised she will check. Action: 2	Tideway
2.4	Point 2.4 – MS is still chasing the slab reinforcement survey results and will respond to the resident. He can provide a summary but will not be able to provide the whole survey. Action: 3	Tideway
2.5	Cllr PW asked if the weekly email updates are clear enough for everyone. No objections received.	
2.6	Point 2.6 – Regarding the balcony design at Riverlight and the noise bouncing off the balcony. A member of staff from Wandsworth said his offer for Council noise monitors to be installed on residents' balconies still stands and if anybody would like for this to be arranged, please email his colleague.	
2.7	Point 2.8 – A resident asked if there was an update on whether advance information would be forthcoming regarding barges / tides, as it has been very noisy lately. MS confirmed information regarding tides are now included within the weekly email update.	
2.8	Point 2.9 – AW confirmed he followed up regarding the window cleaning with the Estate Manager and it was decided that Tideway would not contribute to window cleaning at Riverlight. AW advised the situation was re-evaluated and it was determined that the site would not produce enough dust to warrant an extra clean being provided. A resident asked how he can hold Tideway accountable for something it promised at a previous meeting and will now not carry out. Cllr PW requested contact with someone to follow up with. Action 4	Tideway
2.9	A resident said he believes that if Tideway was not there, the current level of dust would not exist. The resident said Tideway made a commitment in good faith. LW recommended the resident send a complaint to the ICC (Independent Complaints Commissioner) - icc@tidewayicc.london , on behalf of the committee.	

2.10 2.11 2.12 2.13 2.14 2.15 2.16 2.17 2.18 2.19	<p>Point 2.11 – MS will correct the minutes on the website to say ground monitoring will continue for two years after activity causing movement, not one. Action 5</p> <p>Cllr PW asked if Tideway knows how long the TfL work in the area will go on for and is Tideway liaising with TfL. Wandsworth said it has regular meeting interface meetings with TfL, where all roadworks are discussed.</p> <p>Point 4.8 – NC checked with the conveyor manufacturer and was advised the cover at the end (which blew away in a storm), is not actually required.</p> <p>Cllr PW asked if all the baseline noise levels were set before the Riverlight buildings were built. MS confirmed yes; baseline surveys were carried out in June 2011 and measurements were taken during both weekday days, evenings and nights, as well as weekend days, evenings and nights. A resident said these were for the DCO; additional levels were taken in June and July 2015 and submitted to Wandsworth.</p> <p>Cllr PW asked what stage Riverlight was at in June / July 2015. A resident confirmed it was still under construction during the second round of baseline surveys, which was acceptable under PW19 with Wandsworth.</p> <p>Point 5.4 – A resident noted that this action has been closed off but she is still waiting for the information (an explanation of how the average is calculated over a month to be shown at future CLWGs). Resident said Tideway said at a previous meeting that a calculation of monthly noise would be provided going forward. MS said resident has been provided with the requested information, which explains how noise levels are calculated over a month. MS added he has spoken to a noise consultant who confirmed that one slide would not cover all the information, so it may be helpful for another one-off meeting, focusing on noise alone. Iram Mirza (IM) said a noise meeting was held recently and only one resident attended.</p> <p>IM explained that a logarithmic calculation is used which, when all the relevant information on plant, activity, hours worked have been input, automatically calculates averaging data. IM added that for somebody to try and explain how this works would be very difficult and would over complicate the matter.</p> <p>Wandsworth said basically the logarithmic calculation “squishes all the noise and events together and comes up with trigger level averages”. Wandsworth said if Tideway could provide a summary of noise readings and averages, this would at least show some transparency. Wandsworth does receive the data, which is analysed and checked but it is up to Tideway if it wishes to provide the data to residents.</p> <p>Cllr PW asked if monthly summaries could be included going forward. IM said noise data is included on tonight’s slides, which covers the period from the last meeting. A resident added she does not understand why it is so difficult for Tideway to provide an explanation. Cllr PW said if other similar projects can provide this information, it is worth Tideway speaking to other organisations to see how they provide the information in order to satisfy residents. MS said Tideway has given an explanation of how the levels are defined and calculated and both exceedances and trigger levels since the last meeting are shown in tonight’s presentation.</p> <p>A resident asked what timescales are Tideway using for the calculations? How is it worked out? MS said this would be for a noise specialist to answer and he</p>	Tideway
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	will take this away as an action. MS will arrange a meeting with the resident and a noise specialist to discuss this further. Action: 6.	Tideway
2.20	Page 9 – A resident asked where the following statement has come from “ <i>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</i> ”. Wandsworth said this information is from the World Health Organisation which, when talking about guidelines for normal everyday living, suggests anything over 55 decibels over a 16-hour period is unacceptable, whereas anything over 80 decibels would damage hearing over time and anything over 100 decibels would instantly damage hearing. The current levels coming from the site are a nuisance but will not be damaging hearing.	
2.21	A resident said the issue is a mental health issue, not a hearing damage issue.	
2.22	A resident said 10 October is World Mental Health Day and would like to know if Tideway will be doing anything for this. LW said Tideway has a policy for individual residents to make a claim to the ICP and therefore this is not an open action point.	
2.23	Point 5.7 – Cllr PW asked what happened to the three rejected ICP claims. LW said if people are not happy with any part of the decision, they can submit an appeal to the ICC. Cllr PW encouraged anyone who had a claim rejected to appeal.	
2.24	Regarding why the Council needs to approve air conditioning inside residents’ apartments, LW confirmed that if any permission needs to be sought to allow for air conditioning to be installed, it would be down to the resident to seek permission from the relevant body ie the Council etc. If certain permissions are required, that would not necessarily stop the ICP from awarding the air conditioning, the application would be subject to a caveat.	
2.25	Action 11 – MS confirmed he emailed the Churchill Gardens email addresses on Twitter twice but has not received any response yet.	
2.26	Wandsworth said it attends joint meetings with Westminster, if there are any issues on the other side of the river. Local Councillors are involved and the Environmental Health Officer for Westminster attends.	
2.27	Cllr PW approved the minutes, taking into account the above changes.	
3.0	Heathwall Pumping Station update and community feedback - presentation by PP	
3.1	Presentation to be distributed with the minutes. Action: 7.	Tideway
3.2	<ul style="list-style-type: none"> • The CSO shaft has been excavated to 30m (more than half-way) Next week, 24/5 hour-work will commence, with muckaway taking place by barge • A change in technique of sprayed concrete lining will be used for the remainder of the shaft • The smaller Pumping Station shaft is currently excavated to 14m (final depth will be approximately 30m) • During the next few months, work will start on the connection tunnel, which will connect both the CSO shaft and the Pumping Station shaft • Tunnelling will last until late 2020 	

	<ul style="list-style-type: none"> • Work at this site will finish in 2023 • Not many complaints have been received; a couple regarding lighting and PP confirmed that as the nights are now drawing in, he will be looking at these once again 	
4.0	Heathwall Pumping Station environment update - presentation by (IM)	
4.1	<ul style="list-style-type: none"> • Between 14 June and 5 September, there were six air quality exceedances • There were no noise exceedances during this period • This information is sent to Wandsworth Council and IM has monthly meetings with Wandsworth Council to discuss any exceedances and explain the reasons behind them 	
5.0	Kirtling Street update and community feedback - presentation by NC	
5.1	<p>Tunnelling progress</p> <ul style="list-style-type: none"> • Westbound TBM Millicent has tunnelled 3.8km and installed 2,109 tunnel rings (77% of tunnel complete) • Millicent stopped last week due to conveyor issues and re-started her journey this afternoon • Millicent is expected to complete her journey mid-October (at Carnwath Road, Fulham) • MS confirmed Carnwath Road already has its own TBM which is travelling in the opposite direction. Rather than being dismantled and removed at Carnwath Road, Millicent will be buried although anything that can be taken out will be, as Carnwath's shaft cannot be used to remove Millicent at present • Eastbound TBM Ursula has tunnelled 1.6km and laid 910 tunnel rings • Ursula is 22% through her journey and is due to complete in mid/late-2020 (at Chambers Wharf, Southwark). The conveyor and associated muck-bay will then be dismantled • Ursula is currently undergoing a cutterhead intervention which is expected to last around five days • Cllr PW asked if residents are notified when the TBMs are not working. NC said details can be provided but it is difficult to advise on timescales. AW added that it is hard if only one TBM is not running, as the tunnelling will still continue with the other TBM. After mid-October when there is only one TBM running, notifications will be easier to manage • MS confirmed there will be a planned intervention on Ursula when she arrives at Blackfriars, which will last around seven weeks. The team does not believe the current intervention on Ursula will result in a delay on the planned schedule • Cllr PW asked if the geology will change after Blackfriars. NC confirmed there will still be Lambeth sands and gravel to go through plus Thanet sands then chalk for the last 700m-800m • Cllr PW asked if the chalk will have an impact. NC advised it will not, as it will actually come out wetter than the current excavated material • A resident noticed spoil dropping this afternoon and even though the contractor has been told to ensure a pile of spoil is left on the ground, this was not the case. NC said there are certain times when the pile has to be removed completely ie when work on the conveyor is required, the team need to access the conveyor so need to clear all material underneath it 	
5.2	<ul style="list-style-type: none"> • A resident asked if the angle of the tele-stacker which loads the barges could be lowered. NC said he would come back at the next meeting with a full explanation as to why the drop at the barge end has to be so high but it is 	

	<p>mainly due to the amount of infrastructure in the surrounding area; many other factors have to be taken into account. Action: 8</p> <ul style="list-style-type: none"> • A resident said sometimes construction companies have innovation competitions; could Tideway possibly have a competition where people put their ideas forward for how to reduce noise on the site. NC said the team talks daily about how to reduce the noise further and has regular sessions where site operators feed back with ideas about what could be done better etc. NC is aware of all complaints and takes the matter seriously <p>5.3 Barge movements so far</p> <ul style="list-style-type: none"> • 800,000 sq. ft of spoil removed by barge • 560 barge movements since the start of tunnelling, resulting in 40,000 HGVs being taken off the road • 25,000 segments delivered to site, resulting in 6,400 HGVs being taken off the road <p>5.4 Geological profile schematic</p> <ul style="list-style-type: none"> • The TBM which is now travelling through the shelly earth is currently travelling in and out of this particular geology and unfortunately, there is limited borehole information between areas. NC is looking at putting additional mitigation in place to alleviate the noise caused by the gravel in the conveyor and has asked the conveyor manufacturer to visit site to look at what can be done or replaced / changed on the current system. Essentially the gravel moves through the system and scrapes the conveyor • When only one TBM is working next year, this existing TBM will continue through the gravelly geology but there will not be the mitigation measure of mixing the spoil with the clay currently coming from the westbound drive. • It would not be feasible to install an enclosure over Brooks Court and have operating machinery and conveyors inside. Ultimately, assessments on expected noise levels were carried out and Tideway is now doing all it can to mitigate any noise • A resident said that Brooks Court does not have an acoustic enclosure as the Council did not enforce this, as Riverlight was not built when the assessments were carried out, so it was not thought that one was needed • NC said the original plans always included a muck-bay in Brooks Court and IM added that more acoustic blankets have been added recently and a specialist recently pointed out a few extra mitigation measures that could be done • Changing the speed of the conveyor will not have any effect on the sound 	<p>Tideway</p>
<p>6.0</p>	<p>Kirtling Street environment update - presentation by (IM)</p> <ul style="list-style-type: none"> • Between 14 June and 5 September, there was one air quality exceedance, which was not caused by Tideway • Cllr PW said that, from a resident's point of view, it does not matter who caused the issue. Does Tideway feed into another more general group on its findings? IM said no. Cllr PW said a sharing process is important between all companies involved; it is very useful to have one group • There were no noise exceedances during this period • A resident mentioned the extra noise monitor and asked what happens if there are exceedances on that monitor; does Tideway not have to share the information? IM said Tideway does not have to technically send a report to the 	

<p>6.1</p>	<p>Council on this monitor and AW added that no exceedances have occurred anyway. IM advised Wandsworth has been out and carried out attended monitoring.</p> <ul style="list-style-type: none"> Wandsworth said it is assuming the extra noise monitor is for site safety purposes. MS added that the team wants to hear feedback from residents, even if no exceedances have occurred, so any possible mitigation action can be taken A resident does not understand why noise monitors were installed in the quietest areas of the site, as surely they won't ever record exceedances. IM said the locations were agreed with the Council before Tideway started work on site. A resident added that if the locations were agreed before Riverlight was built, then what is the point? The sound is different on the ground to up above. IM said there are different reasons why consultants installed the noise monitors at different heights and she will report back next time. Action: 9 Wandsworth said it understands why Tideway has its own monitoring. It also understands the noise monitors are at the boundary of the site, as agreed when the DCO was set. If any resident would like monitoring within their property if they feel the levels are excessive, he can look into this. In addition, a colleague of his has been carrying out compliance monitoring, to ensure the contractors are doing what it can in terms of reducing noise levels. The compliance monitoring will continue for the next few months Cllr PW asked if there is scope for the noise monitors to be moved, if the locations were set without taking Riverlight into account. Wandsworth said it depends how much flexibility there is to move them LK said there is no noise monitor at Brooks Court where the muck is falling. Wandsworth said the noise monitor would not normally be placed at the source of the noise but at the receptor. IM believes the ICP has become involved in a lot of noise monitor-related cases and LW added that if data is needed to secure a claim, then a monitor could be installed on a resident's balcony 	<p>Tideway</p>
<p>6.2</p>	<ul style="list-style-type: none"> Cllr PW asked if a Wandsworth staff member can speak to colleagues and have a look at the archives on Wandsworth Council's website to see what was agreed in terms of noise monitor locations and whether those locations took into account the current residential area of Riverlight. Action: 10 Cllr PW said bearing in mind subjectivity and how noise is perceived differently by different people, the August Bank Holiday weekend was quite a noisy period and she knows a lot of complaints were received. Were these passed to the Council? IM confirmed they were and she has a daily meeting with Tideway and other stakeholders whereby noise levels are discussed 	<p>LB of Wandsworth</p>
<p>6.3</p>	<ul style="list-style-type: none"> A resident asked if one of the graphs on slide 12 can be produced next time for the other noise monitor which is near the site, as she is not interested in the ones which are not near the source of the noise. IM said these are for internal purposes Cllr PW asked if a particular resident would be happy to have a noise monitor on her balcony. Wandsworth confirmed the one it would arrange just records data and high-pitched and low-pitched frequencies (not conversations etc) and only records at the push of a button, ie if the resident heard a sound which they wanted recording (data would also be recorded at the same time). Cllr PW left the meeting 	

<p>6.4</p>	<p>Compensation and mitigation</p> <ul style="list-style-type: none"> • 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"> - Independent Advisory Service (IAS) Helpline for independent advice - - 0800 917 8845 / info@tidewayias.co.uk - LW for personal assistance and advice - via the Tideway Helpdesk 08000 30 80 80 or helpdesk@tideway.london or direct 07971 077165 / louise.walsh@tideway.london • To submit a claim: <ul style="list-style-type: none"> - LW can submit this for you to the Independent Compensation Panel (ICP) on your behalf - You can submit your claim direct to the ICP - admin@tidewayicp.london - The IAS can send you a claim form, or you can download a form from the Tideway website, or click here (then click on ‘contact the ICP team’, then click on ‘ICP claim form’) • 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 • Stats for the Central region, January 2018 to date: <ul style="list-style-type: none"> - Claims submitted - 24 - Rejected - three (one was a Riverlight 6 resident) - Approved - 21 (not all Riverlight residents) - Gone to appeal - two - both upheld - Any resident wishing to appeal needs to contact Stephen Turner (ST) the Independent Complaints Commissioner (ICC) - icc@tidewayicc.london. The ICC does not have the power to overturn decisions but will look at the reasoning behind the decision. If it is felt that something fell by the wayside, was missed or needs checking, the ICC will place the application back with the ICP for reconsideration, which then goes back into the fortnightly Panel cycle • LW advised if she is at the point in a claim where she has a completed application form and all the required supporting information, then depending what time of the month it is (the ICP sits twice a month), an application is only ever two weeks away from being put before the Panel. Once the panel has reviewed a case (each case is minuted), it takes about two – four days for a response to be sent to the resident. The resident does not need to be present before the Panel; the application form and supporting information can either be sent to LW or the ICP directly. LW added she is not a decision maker and can only advise on what supporting documentation the Panel will be looking for etc • A resident said her claim would be revised in six months – does she need to re-submit the form? LW said she and the ICP Administrator diarise these particular cases and LW will therefore reach out to the resident when the time is right 	
<p>7.0</p>	<p>Community relations update and community feedback - AW</p>	
<p>7.1</p>	<ul style="list-style-type: none"> • Between June and September, the following complaints / enquiries were received: 	

	<ul style="list-style-type: none"> - Kirtling Street: 124 (117 complaints, 93% of which were related to noise) - Heathwall Pumping Station: Six (three complaints; two relating to lighting and one to barges) • AW stressed the team does try to mitigate where it can and in some cases, the conveyor has been stopped in order for it to be cleaned or to remove stones which have been causing the screeching sound • AW asked if everybody had received the survey in the latest edition of River Times. KB said yes and asked if there will be an update at the next meeting which includes the survey results. MS said the surveys will be evaluated • A resident said AW responded to her complaint recently about the “nails down a blackboard” sound and originally said it was being caused by the conveyor. Today, the noise was identified as coming from a bulldozer and today the operator was spoken to and it was now resolved. NC asked if the noise is still occurring. Resident said it is and it is definitely coming from the bulldozer, not the conveyor. NC will speak to somebody after tonight’s meeting • AW said Tideway is doing a lot of work with various organisations such as SPIRAL and Bounce Back, as well as carrying out activities such as litter surveys and clean-ups with Thames 21 in Battersea • Tideway also does a lot of work with schools in Wandsworth and Lambeth, either bringing children to the offices or arranging for engineers to visit the schools, to try and get the children excited about engineering 	
7.2	<ul style="list-style-type: none"> • AW advised a site visit will be arranged soon, for residents. The visit will require full PPE and will involve a visit to the bottom of the shaft. As soon as a date has been set, notification will be sent out. Action 11 	Tideway
7.3	<ul style="list-style-type: none"> • A resident has noticed an increasing number of staff sitting by the green wall, being a mixture of Tideway and Battersea Power Station staff and they are dumping all their rubbish there. Riverlight maintenance staff are now carrying out litter picks on the road. AW will talk to the facilities team to ensure they visit to check on staff. A resident said there has to be a group effort to look after the community. • A resident asked how much longer the TBM will tunnel through the shelly geology for. NC said in a couple of weeks there will be a period where the TBM will be out of this particular zone, however, the shelly geology is expected to reappear before Blackfriars • A resident asked if staff could ensure all office blinds are put down, now the nights are drawing in • A resident asked if the draft minutes could be sent out to the group at least seven days before the next CLWG, so people can have more time to read them and make suggestions. MS apologised for the delay this time 	
8.0	<p>AOB and agreed next meeting date</p> <p>An attendee introduced herself and advised that Wandsworth Remediation Services is a non-profit based charity that offers mediation to various organisations and residents. She is more than happy to chat with Tideway if this is something of interest and also has a free training session next week in Battersea on Wednesday 11 and Thursday 12 September, for anybody, in particular key staff members, to attend.</p> <p>Cllr MM will check with Cllr PW and the date will be circulated ASAP. Meeting to take place at Tideway’s Information Centre, Kirtling Street, London, SW11 8BP</p>	

Actions Register:

Meeting Date	Item	Action	Responsibility	Status
05/09/2019	2.2	Action 1: Re point 2.22 of the 13 June minutes, AW and NC to investigate the florescent lights.	Tideway	Closed
05/09/2019	2.3	Action 2: LW to check if the ICP is aware of the information outside of the non-statutory offsite compensation policy for noise calculations.	Tideway	Open
05/09/2019	2.4	Action 3: MS to provide a summary of slab reinforcement survey.	Tideway	Open
05/09/2019	2.8	Action 4: MS to send Cllr PW contact details of Legacy Lead to discuss window cleaning	Tideway	Closed
05/09/2019	2.10	Action 5: MS correct the minutes on the website to say ground monitoring will continue for two years after activity causing movement, not one	Tideway	Open
05/09/2019	2.19	Action 6: MS to arrange meeting between a resident, Cllr PW and a noise specialist	Tideway	Open
05/09/21019	3.1	Action 7: Presentation to be distributed with the minutes.	Tideway	Closed
05/09/2019	5.2	Action 8: NC to provide an explanation at the next CLWG as to why the drop at the barge end has to be so high.	Tideway	Open
05/09/2019	6.1	Action 9: IM to provide the reasons why the consultants installed the noise monitors at different heights.	Tideway	Open
05/09/2019	6.2	Action 10: Wandsworth to speak to check what was agreed in terms of noise monitor locations and whether those locations took into account the Riverlight buildings.	Wandsworth Council	Open
05/09/2019	7.2	Action 11: Tideway to organise visit to shaft for residents	Tideway	Open