



## MEETING MINUTES

<b>Subject:</b>	Acton Storm Tanks Community Liaison Working Group
<b>Date and time:</b>	Tuesday 29 September 2020, 6pm-7pm
<b>Location:</b>	Virtual via Microsoft Teams
<b>Minute taker:</b>	John Mealey, external minute taker - Springboard Marketing
<b>Chair:</b>	Jamie Gray

Item	Topic
1	Welcome and introductions
2	Minutes of Meeting (4 February 2020) <ul style="list-style-type: none"> <li>Action Points and Approval</li> </ul>
3	Acton Storm Tanks - Tideway Update
4	AOB

### Chair:

- Jamie Gray (JG)

### Project staff:

- Jamie Gray (JG) - Stakeholder and Consents Manager, Tideway
- Andeep Gehlot (AG) - Communications Lead, Tideway
- Josh Roy (JR) – Acton Storm Tanks Section Manager, BMB
- John Clifton (JC) – Carnwath Road Riverside Section Manager, BMB
- Katie Ashton (KA) - Communication and Community Relations Manager, BMB
- Louise Walsh (LW) - Compensation and Mitigation Lead, Tideway
- Michelle Murphy (MM) - Sub-Agent, BMB
- Patricia Sanchez (PS) - Project Manager, Tideway
- Dominic Collyer (DC) - Communications and Stakeholder Liaison, Thames Water
- John Mealey (JM) - External Minute Taker, Springboard Marketing

### Residents / Organisations:

Two residents attended and a representative from the London Borough of Ealing.

### Apologies:

One apology received from the CLWG Chair.

	Item	Action
1.0	<b>Welcome and introductions</b>	
1.1	Welcome from Jamie Gray (JG) who thanked all for attending the first virtual Community Liaison Working Group (CLWG) for Acton Storm Tanks.	
1.2	JG explained that the Chair was unable to attend tonight so he would be chairing the meeting.	

1.3	All Project Team attendees introduced themselves.	
2.0	<b>Minutes of Meeting (4 February 2020) - Action Points and Approval</b>	
2.1	JG went through the actions from the previous meeting held on 4 February 2020.  Action 1 – closed – presentation was distributed with the minutes.  Action 2 – closed – JG confirmed he spoke with the resident regarding the inconsistent pre-condition survey / zone of influence letters and resolved the confusion. JG said the resident was not present at tonight’s meeting, but all relevant correspondence was sent a number of months ago to complete this action.  Action 3 – closed – Katie Ashton (KA) confirmed she sent the resident an electronic copy of the River Times magazine.	
2.2	JG welcomed any comments regarding the minutes from 4 February 2020. No comments received - minutes approved.	
3.0	<b>Tideway Update - Presentation by Josh Roy (JR)</b>	
3.1	<p>Presentation to be issued with the minutes. <b>Action: 1</b></p> <ul style="list-style-type: none"> <li>• JR explained that across the Tideway project, the Acton Storm Tanks site is the furthest west</li> <li>• JR said currently, there are up to 29 discharges per year of sewage (312,000 tonnes). Discharges occur when there is a storm and the heavy rainfall overflows into the River Thames</li> <li>• Once the main tunnel is complete, no discharges of sewage are expected</li> <li>• JR provided a project timeline update, which has taken into account the effect that COVID-19 restrictions have had. The site was shut down for almost a month during lockdown, to ensure safety measures were in place for workers and the community. The team returned to site at the end of April but there were a number of restrictions in place, so it was a slow restart</li> <li>• From July, the team was preparing for the arrival of the Tunnel Boring Machine (TBM), Rachel</li> <li>• The TBM arrived at the site on 24 September which was a great moment for the project. Removal operations have now started and if residents walk past the site, they may see large sections of the TBM being removed</li> <li>• The point of completion for the project at Acton is September 2022 but this does not include the commissioning period</li> <li>• JR explained what has been completed on site over the past eight months: <ul style="list-style-type: none"> <li>○ Completed the ventilation chamber</li> <li>○ Demolished the Gallery Wall</li> <li>○ Completed the Acoustic Attenuation Chamber</li> <li>○ Completed the Bypass Damper Chamber</li> <li>○ Completed the Hydraulic Interception Chamber</li> <li>○ Ventilation ducting installation backfill material places</li> <li>○ TBM breakthrough preparation</li> </ul> </li> <li>• JR explained that most of the structures that can be seen in the presentation are almost all buried now</li> <li>• In August, the team completed the building of the TBM structures inside the shaft, this included a staircase and services</li> </ul>	<b>Tideway</b>

- JR said the TBM breakthrough was a good, finished product and the images in the presentation are the exact moment it broke through. The whole process took some time as the team had to take it nice and slow to ensure the existing shaft was not damaged
- Over the next three months, works to take place include:
  - Installation of mechanical and electrical equipment
  - TBM dismantling surface works and tunnel shutter fabrication
  - TBM dismantling and removal
- The TBM machine itself is approximately 100m long with all the additional sections. Parts of the TBM will be salvaged, sent back to Germany and reused on future construction projects
- After the TBM is removed, the team will start fabricating the shutters. A secondary lining is also required for the 120-year design life for the project
- JR provided a landscaping update and confirmed that the internal storm tanks landscaping design was approved by the London Borough of Ealing in July 2019
- This also includes advance tree planting on Warple Way and soft landscaping

**3.2 Community Engagement - presentation by Katie Ashton (KA)**

- Since the last CLWG in February, two Information Sheets were sent out; one regarding main gate access and one regarding 24-hour works
- 21 general enquiries were received, as well as 12 complaints:
  - 11 x noise
  - 1 x lighting
- All enquiries and complaints were responded to within 24 hours
- Community investment activities were put on hold due to COVID-19, however these have now restarted
- The team has been able to do some Community Hub openings, virtual work placements and virtual site tours at the Barn Elms site
- KA advised that physical site tours are on hold but virtual tours could be rolled out across all West sites
- KA advised of the communication methods in place to ensure the community stays up to date with project progress. Methods include:
  - Monthly tunnelling updates
  - Information Sheets
  - CLWGs
  - Quarterly newsletter
  - Social media
- KA advised that if residents are not receiving updates, please let the team know and they can be added to the distribution list

**3.3 How to make a claim**

- If anybody wishes to make a claim if they are affected by Tideway's work, they can get advice from the following:
  - Independent Advisory Service (IAS) Helpline for independent advice - 0800 917 8845 / info@tidewayias.co.uk
  - Louise Walsh (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:
  - LW can submit this for you to the Independent Compensation Panel (ICP) on your behalf

<p>3.4</p>	<ul style="list-style-type: none"> <li>○ You can submit your claim direct to the ICP - admin@tidewayicp.london</li> <li>○ The IAS can send you a claim form, or you can download a form from the Tideway website, or click <b>here</b> (then click on 'contact the ICP team', then click on 'ICP claim form')</li> </ul> <p><b>Overall Project Update – Andeep Gehlot (AG)</b></p> <ul style="list-style-type: none"> <li>• TBM Rachel has now arrived at Acton Storm Tanks and in the eastern area of the projects, both TBMs arrived in the past couple of months ahead of tunnelling starting in the coming months. The Central section of the project has almost finished tunnelling, which will be another great achievement</li> <li>• Each TBM is named after a prominent female and Rachel was named after Rachel Parsons, a female engineer and pioneer in women's rights</li> <li>• On average, the TBM can tunnel 130m-200m a week, depending on ground conditions etc</li> <li>• There is a live TBM tracker on the Tideway website, which provides live updates on all TBMs - <a href="https://tideway.london/tbm-tracker">https://tideway.london/tbm-tracker</a></li> <li>• There is also a graphic on the presentation which shows the construction phase for each site across the project. As each phase of work is completed, it will be coloured in on the graphic</li> <li>• Council representative passed on congratulations to the Tideway team on behalf of London Borough of Ealing, for the TBM breakthrough at Acton</li> <li>• A resident also congratulated Tideway, on behalf of residents for the breakthrough. She said it was great news and a fantastic achievement</li> <li>• JR thanked guests for the feedback and said it was a shame that restrictions are in place, as the team would have loved to have residents on site</li> <li>• The resident said she is proposing to come along to the site boundary (not on site) to see the big crane lifting parts of the TBM out of the shaft and asked when a good time would be. John Clifton (JC) said that the team is heading towards a cutterhead lift possibly on Thursday or Friday during the day, which will be impressive</li> <li>• KA advised the resident that she would keep an eye on this and provide an estimated time for the cutterhead lift. <b>Action: 2.</b></li> </ul>	<p>KA</p>
<p>4.0</p>	<p><b>AOB</b></p> <p>4.1 A resident asked whether Rachel would be taken off site and taken to Germany for use on another project. JC advised that rings and segments differ for projects but Rachel will be taken apart and if any parts can be used on another project, then they will be.</p> <p>4.2 The resident suggested that if any part of Rachel is left over, perhaps something could be built or placed on site as a memory for the building of the tunnel. Even if it was something small like a bolt, as she feels it would be great for the heritage of the project. JR confirmed the team would take this away as an action and investigate. <b>Action: 3.</b></p> <p>4.3 JG said the meetings usually take place every quarter but COVID-19 has impacted this. The next meeting will probably take place early 2021 and once a date is confirmed, a notification will be sent to residents.</p>	<p>Tideway</p>

## Actions Register:

Meeting Date	Item	Action	Responsibility	Status
29/09/2020	3.1	<b>Action 1:</b> Presentation to be distributed with the minutes.	Tideway	Closed. Sent out with the minutes
29/09/2020	3.4	<b>Action 2:</b> KA to provide resident with an estimated time for the cutterhead lift, so she can visit the site boundary	KA	Closed. Resident was informed.
29/09/2020	4.2	<b>Action 3:</b> Tideway to investigate whether something could be built or placed on site as a memory for the building of the tunnel.	Tideway	Open