



MEETING MINUTES

Subject:	Hammersmith Pumping Station Community Liaison Working Group
Date and time:	Tuesday 21 July 2020, 17.00-18.30
Location:	Virtual: Microsoft Teams
Minute taker:	John Mealey, external minute taker - Springboard Marketing
Chair:	Tony Boys

Item	Topic
1	Welcome and introductions
2	Sign-off / issues from last minutes
3	Update from Tideway
4	Residents' questions to Tideway / Thames Water / St George / LBHF
5	AOB
6	Summary of meeting and next date

Chair:

- Tony Boys (TB)

Project staff:

- Jamie Gray (JG), Stakeholder and Consents Manager – Tideway
- Andeep Gehlot (AG), Communications Lead – Tideway
- Morgan Anamoah (MA), Project Manager – Tideway
- Louise Walsh (LW), Mitigation and Compensation Lead – Tideway
- John Corcoran (JC), Hammersmith Section Manager– BMB
- Katie Ashton (KA), Communications & Community Investment Manager – BMB
- Dan Ibrahim-Webster (DI-W), Environmental Manager – BMB
- Sally Cox (SC), Project Director – BMB
- Steve Lousley (SL), Delivery Manager - Tideway
- John Mealey (JM), External Minute Taker – Springboard Marketing

Residents / Organisations:

Eight residents and representatives from St George PLC, London Borough of Hammersmith and Fulham, Thames Water and the ICP

	Item	Action
1.0	Welcome and introductions	
1.1	Welcome from Tony Boys (TB), who thanked all for attending the first virtual Community Liaison Working Group (CLWG) for Hammersmith Pumping Station.	
1.2	All attendees introduced themselves.	

2.0	Sign-off / issues from last minutes	
2.1	TB asked whether there were any concerns or points that needed to be raised regarding the set of meeting minutes from the last CLWG on 19 November 2019. No comments received.	
2.2	TB went through the actions from the previous meeting.	
2.3	Action 1 – closed – presentation was distributed with the minutes.	
2.4	Action 2 – closed – details of the residents’ engagement event in December were forwarded to TB. TB said there have been significant levels of engagement since the event.	
2.5	TB also advised attendees that (AC) no longer works for St George and (JL) is now the St George contact. JL explained that his colleague, Trevor De’Ath, is now responsible for all St George engagement queries.	
2.6	TB thanked JL for the update and requested a meeting is set up between himself, JL and Trevor De’Ath. Action 1.	JL
2.7	Action 3 – open – TB explained that he has not received an outcome / update from London Borough of Hammersmith and Fulham’s (LBHF) Planning Department regarding its consultation with DCO Schedule 3 applications. TB requested this action is carried over and kept on the actions register. Action 2	PS
2.8	Jamie Gray (JG) said he had some information on this which may be helpful. TB thanked JG and asked him to email the information. <i>Post-Meeting Note: DCO Schedule 3 applications include a mandatory 28-day period for public consultation for both draft and final submissions. During this time members of the public can send comments/representations to the council for comment ahead of their determination of the application.</i>	
2.9	TB also registered his disappointment that there was only one LBHF representative at the CLWG. TB stressed the importance of residents’ issues for Councillors.	
2.10	TB asked Andeep Gehlot (AG) whether LBHF Councillors were invited to tonight’s CLWG and whether any responded. AG confirmed Councillors are on the email distribution list but no responses were received. AG to send Councillors separate email invite for the CLWG. Action 3	AG
2.11	PS explained that tonight’s CLWG clashes with a Planning Committee meeting so they may be in that meeting.	
3.0	Update from Tideway - presentation by John Corcoran (JC)	
3.1	Presentation to be issued with the minutes. Action 4.	AG
	<ul style="list-style-type: none"> • John Corcoran (JC) said it has been a busy few months on site, following the temporary closure during COVID-19 lockdown • JC explained that staff numbers have been gradually increasing and there are currently just over 50 people on site • A large crane will arrive on site tomorrow (Wednesday 22 July) and will be used to lift the large stainless-steel vortex on site. There will be some parking 	

<p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.5</p> <p>3.6</p>	<p>bay restrictions over the period. The crane will be parked on Distillery Road before entering site</p> <p>Works update</p> <ul style="list-style-type: none"> • Construction of the 300m tunnel has been completed • The main tunnel is approximately two months away from finishing its journey at Acton Storm Tanks • Approximately 50% of the main 25km main tunnel is complete • Hammersmith shaft secondary lining works are complete • Excavation of the culvert has commenced • JC referred to the Works Update slide in the presentation and explained that once the whole project is completed, all flows will go through the main tunnel except during extreme rainfall events or maintenance, when flows would be diverted through the storm pipes into the River <p>Hammersmith Shaft and Tunnel construction</p> <ul style="list-style-type: none"> • As previously mentioned, the shaft secondary lining has been completed • The initial lift to offload the stainless-steel vortex has been completed • The vortex tube will get lowered into the shaft and will generate a vortex, which will go down the shaft and will remove the impact energy, which would wear out the bottom of the shaft <p>Culverts</p> <ul style="list-style-type: none"> • Excavation of the culverts is under way and will continue throughout 2020 • The drop shaft is on the left of this slide (<i>page 5 of presentation</i>) and the sheet piles are in the middle • The culverts are currently being dug out to a final level and they are 15 metres below ground level. They are currently 10 metres down • The culverts are then built before the area is backfilled • JC said the sheet piles will be removed around December and the team has learnt from the earlier issues it faced. The team is keen to minimise disruption and keep residents updated throughout • St George will then enter the area at a later date and extend Brunswick House <p>Interception Chamber</p> <ul style="list-style-type: none"> • Works to cast the internal walls continue to take place • The roof slab will be cast in early 2021 • Connection to the Inlet Channel will take place late 2020 <p>Inlet Channel Works</p> <ul style="list-style-type: none"> • The team is currently working on the final connection of existing works to the new works • Flows have to be diverted into the interception chamber and down into the drop shaft. This next phase of work has just started. These works take place while maintaining storm water flows from the Hammersmith catchment area • The existing wall to the Inlet Channel needs to be cut out and a new one cast. This work will not be noisy as the team has a method which is much quieter 	
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<p>3.7</p>	<p>External MEICA Services</p> <ul style="list-style-type: none"> • New services around the Pumping Station continue to be constructed • When operational, the new tunnel will create some odours. They will get collected in the pipe system and will be directed through an 800ml pipe, which will go into the Air Treatment Chamber • In the new Interception Chamber, the team is putting in lots of new mechanical and electrical equipment. The Mechanical, Electrical, Instrumentation, Control and Automation (MEICA) services provide connections to the new Interception Chamber. They are currently being excavated around the side of the existing Pumping Station. This will get extended and there are another 4-6 months of work left in this area • Part of these works will include an outlet for the new tunnel. This air will be treated and the process will remove odours. It will also be regularly serviced when operational 	
<p>3.8</p>	<p>Water Connection update</p> <ul style="list-style-type: none"> • A new water main connection will be installed either late 2020 or early 2021 • JC expects a traffic lights system to be in place for these works, however, it is still to be confirmed • The new connection is needed for a number of reasons, however, the St George development is not one of them • The existing supply is insufficient to provide water for the new installations. 	
<p>3.9</p>	<p>The next four months</p> <ul style="list-style-type: none"> • JC advised of the works planned for the next four months (information in presentation) • JC said Tideway wants to “get out of residents’ hair” ASAP, however, COVID-19 has not helped the situation • TB commented that apart from the “odd ruckus”, the community has a very good relationship with Tideway BMB 	
<p>3.10</p>	<p>Predicted and Actual Vehicle Movements update</p> <ul style="list-style-type: none"> • JC provided the predicted and actual vehicle movement figures between March-July 2020 (graph in presentation) • JC said there has not been a big increase in vehicle movements and the Hammersmith Pumping Station site has one of the best safety records across the whole project 	
<p>3.11</p>	<p>Community Engagement update – presentation by Katie Ashton (KA)</p> <ul style="list-style-type: none"> • Since the last CLWG, 54 complaints / enquiries have been received relating to the Hammersmith Pumping Station site (37 x noise and vibration, three x lighting and 14 x general enquiries) • All enquiries and complaints were responded to within 24 hours (where possible) • Since the last CLWG, nine Information Sheets have been sent to the local community for the following reasons: <ul style="list-style-type: none"> ○ Extended working hours ○ Parking bay suspension ○ Christmas shutdown ○ Breaking out works 	

	<ul style="list-style-type: none"> ○ Piling works ○ Piling works rescheduled date ○ Road closure notification ○ Breaking down of concrete piles ○ Abnormal load arrival & parking bay suspension ● Seven email notifications have also been sent regarding general work updates ● During the COVID-19 lockdown, all Information Sheets were distributed by email only ● KA said if anyone has any issues or queries, please contact the 24-hour Tideway Helpdesk. Tideway BMB also works very closely with Thames Water ● KA said since the sheet piling issue a few months ago, Tideway has listened to the feedback received and now sends out email updates if particular works are being carried out <p>3.12 Community Investment update</p> <ul style="list-style-type: none"> ● Following the COVID-19 lockdown, Tideway BMB has now restarted its community investment activities within the borough ● KA asked if anybody is aware of any community groups that need assistance, please get in touch and BMB will see how it can help <p>3.13 How to stay up to date</p> <ul style="list-style-type: none"> ● KA said there are several ways how residents can keep up to date with works taking place on site and across the whole project ● These include Information Sheets, monthly tunnelling updates, email notifications, CLWGs and social media ● KA also said that she has weekly meetings with JC to look ahead at the next week. She can then understand what may disturb the community to ensure residents are aware ASAP <p>3.14 Independent Advisory Service (IAS) / Independent Compensation Panel (ICP) update</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 ○ 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: <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’) <p>3.15 Project Wide update – presentation by Andeep Gehlot (AG)</p> <p>The main Tunnel Boring Machine (TBM) headlines are:</p> <ul style="list-style-type: none"> ● Rachel is now a couple of months away from completing her journey to Acton 	
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	<ul style="list-style-type: none"> Charlotte, the smaller TBM, has completed her drive constructing the Frogmore Connection Tunnel, and arrived at our Carnwath Road Riverside site a couple of weeks ago The last TBM, Selina, arrived at Chambers Wharf a couple of weeks ago Tunnelling will commence in the eastern area of the project later in the year 	
<p>4.0</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p> <p>4.5</p> <p>4.6</p> <p>4.7</p> <p>4.8</p>	<p>Residents’ questions to Tideway / Thames Water / St George / LBHF (plus S106)</p> <p>A resident referred to the earlier section regarding construction of the culverts and explained there were issues previously regarding noise and vibration. The resident asked whether these disturbances would occur again. JC explained there are no more sheet piles to install; instead the sheet piles have to be extracted. Removing the sheet piles should not be noisy but this cannot be guaranteed until the work starts. JC also said the sheet piles are removed by crane and vibrations.</p> <p>The resident asked why residents were disturbed by noise and vibrations when the sheet piling took place previously. JC said that it was actually the third time the sheet piles were installed. The first two occasions did not cause disturbances but on the third occasion the team hit a hard patch of ground.</p> <p>The resident asked JC whether any concessions are in place for how the sheet piles will be removed. JC said he is hoping that the same level of problems will not be encountered when they are extracted.</p> <p>A resident said that over the past 4-6 months he has noticed the amount of angle grinding and sawing when cutting the red pipes and it is “very disturbing”. The resident asked whether the pieces can be assembled off site to minimise disruption. JC explained that unfortunately the pipe has to be cut to suit, so it is not easy to assemble off site. However, JC said he would investigate this request to see what can be done. Action 5.</p> <p><i>Post-Meeting Note: After the meeting, this was looked into. Unfortunately, we will not be able to do this as it requires additional cranes. The team, however, will ensure the sound barriers are put up around the pipes when being cut, and will avoid cutting early in the morning.</i></p> <p>A resident referred to an earlier comment made by JC where he said the filtering system on site will be pumped. JC apologised and said he used the wrong word. The system will be pushed by the water, so there should not be any noise.</p> <p>In respect to the location of the air filter chamber, TB asked where the new St George properties will be located. JC said the new properties will be located in a particular area based on the culverts slide. JL confirmed this was correct, as it runs all day down Distillery Road.</p> <p>A resident stated that residents are concerned that the carbon chamber will affect some of the gardens at Brunswick House.</p> <p>TB asked when will the Thames Tideway Tunnel become operational and when the storm water will be going down into the new tunnel, rather than into the Thames. JC said it is looking like 2023-24 but there is a massive amount of work still to be done, so a definite answer cannot be given.</p>	<p>JC</p>

<p>4.9</p> <p>4.10</p> <p>4.11</p> <p>4.12</p> <p>4.13</p> <p>4.14</p> <p>4.15</p> <p>4.16</p> <p>4.17</p> <p>4.18</p>	<p>A resident referred to the red dot on the Water Connection slide within the presentation and asked whether the tree on Chancellor’s Road is still “contentious”. JC answered no and said the scheme has been changed to avoid the tree.</p> <p>TB wished to discuss the disruptive piling incidents that residents experienced in recent months. TB said LBHF is now pursuing a Statutory Penalty Process. TB explained that he spoke with Sally Cox (SC) yesterday (BMB Project Director) and she felt it would be unwise for Tideway or BMB to make any comment while the issue is going through the relevant process.</p> <p>TB also said he has spoken to LBHF’s PS and there are some aspects than can be discussed during the CLWG. TB explained that noise limits are put in place by the council to protect residents, this is called a Section 61. TB said residents are generally excluded from the setting up, operation and penalty processes, so will not be included in the current process discussions. There is a possibility that later into the investigation.</p> <p>PS confirmed that LBHF is investigating the piling works but repeated that he cannot go into any details at the moment. This is why residents are not involved in the investigation at this stage, however, the general principals of a Statutory Penalty Process can be discussed. PS also said that residents are not consulted on the high-level document, but LBHF welcome comments / experiences from residents and he is happy to discuss the S61 process to residents.</p> <p>TB asked how long the process will take. PS answered that LBHF has six months to investigate but looking to do this within three months. PS also said that LBHF wants to conclude the investigation ASAP and hopes to do so within the next month but unfortunately it is a slow process.</p> <p>TB asked whether once LBHF concludes the current phase of the process, does it then go back to BMB and solicitors etc, which could mean it is months away from concluding. PS confirmed this was correct. PS also said there are many demands on the council at the moment which are not Tideway-related.</p> <p>TB commented that the CLWG process could have been better used when dealing with the handling of Section 61 processes once it was completed between Tideway BMB and LBHF. TB also said he finds the secret dealings between LBHF and BMB “slightly odd”, as it should be an open and transparent relationship.</p> <p>PS said the thoughts of residents are included within the statements they provided in regard to what they witnessed and how the works impacted them etc. PS said if the police were investigating the issue, it would not include a third party to assist, so that is why LBHF is not investigating the matter alongside residents. PS explained that what is now being looked at does not specifically involve residents.</p> <p>TB asked whether the police is involved with this investigation. PS answered no.</p> <p>TB said he was keen to understand at what level of the investigation residents are allowed to be involved with the current investigation process. TB believed that in these situations, there is some level of communication with residents if they have been affected.</p>	
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<p>4.19</p> <p>4.20</p> <p>4.21</p> <p>4.22</p> <p>4.23</p> <p>4.24</p> <p>4.25</p> <p>4.26</p> <p>4.27</p> <p>4.28</p> <p>4.29</p>	<p>TB asked whether PS received statements from a number of residents and in particular, statements from a resident and himself. PS said the information received was varied but he cannot discuss further. PS also said that LBHF requested witness statements and the next step of the investigation would be formal statements. LBHF can engage more once the next stage of the investigation has been concluded.</p> <p>TB felt that Tideway has made a lot of effort with the CLWG and asked whether the piling noise issue could be described as more of an incident rather than a regular occurrence. PS said he would call TB tomorrow to discuss some other things in more detail, outside of the CLWG.</p> <p>A resident wanted it noted that the noise monitoring equipment on Winslow Road was removed without consulting the CLWG or residents.</p> <p>The resident asked whether the noise monitor was removed due to a compromise between noise coming from Tideway or St George. Dan Ibrahim-Webster (DI-W) explained that when the project first started, there were a number of locations where noise and air quality monitors had to be. Throughout the course of the project, a lot of noise has been picked up from the park or St George, which was not related to Tideway works. DI-W appreciated residents do not care who is responsible as noise is noise, however, Tideway is only responsible for its own works so it liaised with LBHF and agreed that the monitor could be deployed at another location when required.</p> <p>DI-W wanted to assure residents that although the monitor has been removed from Winslow Road, Tideway is still looking after them with the other monitors in place.</p> <p>DI-W also said that the decision to remove the monitor was not taken lightly. Tideway sat with LBHF, discussed the approach and how it would be managed. Noise specialists from LBHF and BMB also felt it was the right decision.</p> <p>The resident asked where the nearest monitor to Winslow Road is now located. DI-W said the closest air quality monitor is located opposite the park.</p> <p>The resident also asked whether there is any noise or air quality results or information that can be shared, as there is always an increase in dust during summer months. DI-W explained that if there is a level exceedance, the team receives a phone and/or email alert and the appropriate action is taken immediately. The site team also investigates issues live, as well as proactively dampening down, changing method of working etc.</p> <p>DI-W said he is happy to circulate a document which shows where noise and air quality monitors are located. TB said this would be helpful so he can understand where the monitors are located and how they work. Action 6.</p> <p>PS explained that regarding the monitoring process, LBHF's hands are guided by Government guidelines. PS said he was happy to take TB through the guidance and the modelling consents etc or alternatively, set up a sub-group and discuss this with residents who are interested. TB said this was a good idea. DI-W also confirmed he was happy to attend.</p> <p>Jamie Gray (JG) explained that monitoring locations were also queried in early May and based on the settlement movement, the monitor on Winslow Road was</p>	<p>DI-W</p>
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	<p>moved as the TBM had passed, so was no longer required. The resident thanked JG for his information but believed this is referring to a different monitor.</p> <p>4.30 A resident commented that it is fantastic and proactive that Tideway receives the monitor phone updates. He said the issues over past few months have been frustrating as they were not acted on quicker.</p> <p>4.31 As many people are now working from home, the resident asked whether noisy works have to take place from 08.00 six days a week. The resident commented that the noise is “toned down” on a Saturday morning, however, asked whether there was an opportunity for no works to take place on Saturdays. JC explained that one of the biggest problems on site is crane use. As there is only one crane on site, Saturday’s are generally used for those activities that require a lot of tower crane time. JC fully appreciated that residents do not want to be disturbed by breaking out so that is why these noisy works do not take place on the weekend. However, JC did advise that not working Saturdays would cause delays, but the team is currently only working approximately two out of four weekends.</p> <p>4.32 The resident said he has received a complaint from another resident regarding the behaviour and language of staff on site. Some female residents often comment on language that is used outside of their windows. AG said this would be an action for Tideway, Thames Water and St George to brief all staff and contractors regarding language and behaviour. Tideway, Thames Water and St George to brief their workforce. Action 7.</p> <p>4.33 A resident said that a lot of third parties are parking on Winslow Road, which is causing the road to be packed with vehicles. The resident said he hoped that contractors would be using the car park under Fulham Reach. JL said St George has opened up its residents’ car park for staff so they do not have to use public transport. However, the roads are suffering with the number of vehicles because most people are now driving to their workplace.</p> <p>4.34 A resident said he has received feedback that the case regarding the damage caused on Brunswick House has not progressed too much. KA said as soon as she has an update from BMB’s Loss Adjustor colleague, she will be in touch with the resident and the other residents involved.</p> <p>4.35 A resident explained that he and other residents have previously submitted claims to the Independent Compensation Panel (ICP), however, he felt that the ICP’s approach to the claim is more ‘what can we get away with’ rather than ‘how can we help’. DM felt the ICP is in place to protect Tideway.</p> <p>4.36 GP, ICP Chair, stressed that the ICP is completely independent of Tideway. The only way ICP can be challenged by Tideway or the claimant is to go to the Independent Complaints Commissioner (ICC). GP also said in four years of being part of the panel, Tideway has never appealed an ICP decision to the ICC. GP explained that the ICP’s function is available on Tideway’s website, which comes from the DCO process.</p> <p>4.37 GP said that for each and every claim the ICP receives, it gathers information from the Section 61 applications, the residents by way of the information submitted with the claim and also reviews noise and air quality monitoring data, as well as visiting almost every site where a claim has been made.</p>	<p>Tideway/ Thames Water / St George</p>
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4.38	GP explained that regarding the ICP, he is Chair, there is a noise and vibration specialist and also a medical specialist who has advised the World Health Organisation. GP also said that the Panel now adopts a more flexible approach to the claims and information requirements compared to when he first joined the ICP.	
4.39	TB asked GP whether he would be allowed to have a one-to-one chat with the resident. GP said this would not be encouraged. Although from time to time, the Panel would visit a claimant's property to obtain more context to a claim, but the purpose of such a visit is not to receive verbal evidence.	
4.40	TB said it would be helpful for a separate forum to take place whereby GP explains to residents what the ICP does. Louise Walsh (LW) explained that this is part of her role. If residents want to know how the ICP process works etc then she will explain when contacted by those residents.	
5.0	Any other business	
5.1	No comments raised.	
6.0	Summary of meeting and next date	
6.1	AG said Tideway would look to facilitate another CLWG later in the year. This would more than likely be in October, as many other sites will have their CLWGs in September.	
6.2	Date of next CLWG TBC.	

Actions Register:

Meeting Date	Item	Action	Responsibility	Status
21/07/2020	2.6	Action 1: JL to set up a meeting with Trevor De'Ath, TB and himself.	JL	Open
21/07/2020	2.7	Action 2: See below (3.6, 19/11/2019)	PS	Open
21/07/2020	2.10	Action 3: Councillors to be sent separate email invite for the CLWG.	AG	
21/07/2020	3.1	Action 4: Presentation to be issued with the minutes.	AG	Closed
21/07/2020	4.4	Action 5: JC to investigate whether the red pipes can be cut / assembled off site to minimise the use of the angle grinder and saw. JC to arrange conf call to deliver feedback to residents and TB	JC	Closed
21/07/2020	4.27	Action 6: DI-W to circulate a document which shows where noise and air quality monitors are located	DI-W	Open
21/07/2020	4.32	Action 7: Tideway, Thames Water and St George to brief all staff and contractors regarding language and behaviour.	Tideway, Thames Water and St George	Closed
19/11/2019	3.6	Action 2: TB asked for the LBHF Planning Department to advise on their consultation with DCO Schedule 3 applications. Call to be scheduled with TB	PS	Open