



## MEETING MINUTES

<b>Subject:</b>	Chambers Wharf Community Liaison Working Group
<b>Date and time:</b>	Monday 1 February 2021, 5pm to 6.30pm
<b>Location:</b>	Virtual meeting via Microsoft Teams
<b>Minute taker:</b>	Tideway Attendees
<b>Chair:</b>	Patricia Brown

Item	Topic
1	Welcome, introductions and apologies
2	Minutes from the last meeting
3	Updates from the project team: <ul style="list-style-type: none"> <li>• Construction Update</li> <li>• Community Relations/ Legacy Update</li> <li>• Environmental Update</li> <li>• Water main replacement at Bermondsey Wall West</li> </ul>
4	Community feedback
5	Any other business and agree next meeting date

### Project staff:

- Martin Griffiths (MG), Senior Community Relations Manager - CVB
- Allen Summerskill (AS), Stakeholder & Consents Manager - Tideway
- Rebecca Major (RM), Communications Lead - Tideway
- Rebecca Oyibo (RO), Community Relations Officer - CVB
- Shannon O’Keeffe (SO), Deputy Tunnel Manager - CVB
- Nico Donadoni (ND), Main Tunnel Manager – CVB
- Breffni Quinivan – Environmental Manager – CVB
- Gareth Howells – Project Manager – Tideway
- Louise Walsh – Compensation & Mitigation Lead – Tideway

### Residents / Organisations:

Representatives from Thames Water, London Borough of Southwark and 10 residents attended.

### Apologies:

None.

	Item	Action
1.0	<b>Welcome, introductions and apologies</b>	
1.1	Welcome and introductions from Patricia Brown (PB) and Rebecca Major (RM).	

<p><b>2.0</b></p>	<p><b>Minutes from the last meeting</b></p> <p>PB invited comments on the minutes and also matters arising. A resident said said the minutes were very concise (ie lacking in detail). Jackie Christie (JC) has spoken to the makers of the section 106 video which LBS are producing but she is still unsure exactly what will happen with the video and if it will be released. Once it is approved, she can then disclose which resident features in the video. Due to GDPR info cannot be released as yet.</p> <p><b>Action 1- JC to update o the status of the video</b></p> <p>On the community magazine, has there been a discussion on funding between LBS and Tideway. Allen Summerskill (AS) said unfortunately Tideway can't fund another issue, as we have already funded the Spring and Summer 2020 editions, which costs £6,000 per issue. Allen suggested the resident should reapply to the Section 106 Community Enhancement Fund panel. A question was asked if the residents on the call could make the decision on a one-off lockdown edition, or could panel members be asked ahead of the next scheduled meeting?</p> <p>JC said that the last S106 Community Enhancement Fund (CEF) panel voted against further funding of the magazine; asking the CWLG for funding for a special edition doesn't follow process. The next S106 CEF panel meeting is in March but if more information is sent prior to this LBS will look at it and ensure it goes in front of the March S106 CEF panel. JC added that the next panel will be a virtual session due to covid situation. PB made the point that the magazine was for the community and it shouldn't be made to sound that the resident is asking for this for himself.</p>	<p><b>JC</b></p>
<p><b>3.0</b></p> <p>3.1</p>	<p><b>Update from project team</b></p> <p><b>Construction Update</b></p> <p>Nico Donaldoni (ND) gave an update on the progress of works.</p> <p>Main tunnel drive: completed TBM Selina assembly and commissioning as well as installation of gantry 1 &amp; 2; these gantries hold all the ancillary equipment needed for supporting tunnelling activities. A total of 6 gantries are required but due to space restrictions the TBM was initially launched with only 2 in place. The TBM will then tunnel for short period before pausing to enable the next gantry to be installed. This process will then be repeated until all 6 gantires are installed and all equipment is fully assembled. To give a sense of scale, once completed the TBM and gantries will be approximately same length as Bermansey Underground Station.</p> <p>We have now launched the TBM and started tunnelling, The TBM has currently installed 11 rings, which is around 18m of new tunnel. We have now stopped to install gantry no.3.</p> <p>Shannon O'Keefe (SO) gave an update on the TBMs.</p> <p>The reception chamber is connected to the shaft, which has been excavated at Chambers Wharf. On 13<sup>th</sup> November the TBM broke through into the shaft and the video of the breakthrough of TBM Ursula, arriving from the central site at Battersea, was shown. A link to this is below:</p> <p><a href="https://vimeo.com/485852785/114b60f454">https://vimeo.com/485852785/114b60f454</a></p>	

<p><b>3.2</b></p>	<p><b><u>Ursula Breakthrough</u></b></p> <p>After Ursula broke through, the first week of work was clearance of material. TBM Ursula will be removed in the spring, using a similar method used to deliver Selina. The TBM will be removed by river on a vessel which is called Matador 3, a large scale marine crane. Ursula will be brought up to the surface and transported to the marine crane before sailing back to the Netherlands. It will either be reused as a TBM or sold for refurbishment..</p> <p>8<sup>th</sup> Jan Selina started mining, pushing the machine forward and burying it in,</p> <p>First shipment of segments delivered last year, 2nd delivery by barge today, these are stored within the enclosure. Each tunnel 'ring' is made up of 7 pre-cast concrete segments.</p> <p>Gantries came from Schiedam in the Netherlands. There are currently 4 gantries on site with gantries 5 &amp; 6 due within the next two weeks.</p> <p>These are offloaded using two cranes then using a self-propelled modular (SPMT) they are driven into the enclosure and lifted into the shaft, similar to rolling pads used by NASA to move rockets, by a specially designed vehicle to move heavy equipment.</p> <p><b>Slurry Treatment Plant</b></p>	
<p><b>3.3</b></p>	<p>The Slurry Treatment Plant (STP) has now been commissioned. The STP uses water to bring the excavated material (chalk) to the surface, and is now fully operational. The slurry contains a mixture of rock which is reduced by two sections of the STP: the de-sanding building removes larger particles, then the finer material goes through a tank where its thickened then pressed to create a slurry cake. The water that is removed will eventually be reused as tunnelling continues. The spoil is put onto a 'muck-away' barge using an excavator and removed from site. Each barge load of excavated material is the equivalent of approximately 60 lorries, so each barge-avoids approximately 60 lorries attending the site.</p> <p>A resident asked about the timings the muck away excavator will be working. SO said within the core hours agreed to remove and load spoil. No excated material barge loading operations are permitted after 10pm and before 8am.</p> <p><b>Legacy</b></p>	
<p><b>3.4</b></p>	<p>Rebecca Oyibo gave an update on Legacy. This year there is a different approach as staff are unable to volunteer as usual within the community, so they are now offering virtual support.</p> <p>The Kickstart scheme is a government funded scheme for 16-24 year olds, who are looking for work placements. Many organisations across the country are participating in the scheme and its aim is to get people into work for a 6-month placement which could develop into a permanent role.</p> <p>Local opportunities and outreach group, Tideway east supports local people, last year Tideway east hit the target for local employment meaning 20% of staff live locally.</p>	

	<p>Tideway is also supporting National Apprenticeship week, which is a fantastic way to get into a new career.</p> <p>On local opportunities and outreach group, Tideway East aims to recruit local people into jobs. Last year we hit the target for local employment, meaning 20% of staff are local people.</p> <p><b>Environment - Noise and air quality</b></p> <p>3.5 Breffni Quinlivan (BQ) updated on air and noise quality. For October, November and December there were no noise or air quality exceedances.</p> <p><b>Mitigation and compensation</b></p> <p>3.6 Louise Walsh (LW) gave an update on Tideway’s mitigation process and the Independent Compensation Panel (ICP) and outlined the different routes which residents can go down to make a claim.</p> <p>The Independent Advisory Service (IAS) gives general advice on project policies and points people in the right directions for who to contact. Residents can also contact our Helpdesk to ask for information. Any resident who believes they are affected by the Tideway works should contact the project.</p> <p><b>Water main replacement works</b></p> <p>3.7 AS gave an overview on the water main replacement works in Bermondsey Wall West to the west of the site, which serves Luna House, Axis Court and the Chambers Wharf site. The water main is around 100 years old, 12 inches in diameter, and due to the age and condition of the pipe, it needed to be replaced. This was postponed from a couple of years ago as at that time there were a lot of other works happening, so we tried to minimise the impact. This water main needs to be robust enough to ensure Luna House and Axis Court have a normal supply, whilst also supplying our tunnelling machine.</p> <p>Trial holes were conducted before Christmas to determine location and size of the pipe and other services and the design team then designed a new water main. A temporary above ground pipe will need to be fitted whilst we remove the old pipe and install the new one.</p> <p>We understand that most residents are home working and home schooling at the moment due to the current lockdown, so we have tried to minimise the impact of these critical works. We assessed whether or not it could have been postponed any further and unfortunately we couldn’t at this stage. We have tried to act on any feedback where we could, e.g. we were asked to remove the staff welfare as it was located next to a residents window.</p> <p>The noisy period of these works is nearly complete, after that it will be pipework cutting and welding pipes together. There may be noisier works before the end of this work, but we will try to mitigate any noise as much as possible.</p>	
<p>4.0</p>	<p><b>Community Feedback</b></p>	

<p>A resident said she had complained about these works as the noise she experienced was dreadful. Tideway should have been proactive with regards to mitigation, works should not have started without giving residents respite, especially as we are in a lockdown and its illegal to leave homes. Compensation has been offered before and should have been offered again.</p> <p>A resident asked what the material of the current pipework is and is work related to a risk of settlement from the tunnel being built underneath. AS said it's cast iron, a brittle material which can fracture and break as it gets older. This material is also prone to build up of deposits, which narrows the internal size of the pipe.</p> <p>The reason for doing this now is not related to movement or settlement, the route goes along Bermondsey Wall West and southbound to East Lane into Chambers Street. When setting up the site, Tideway had to divert that water main to avoid digging up the carriage way, so the new pipe is underneath the offices. The only section we didn't replace what the one we are doing now.</p> <p>LW addressed comments about mitigation; we were unable to offer mitigation proactively because different works, in different locations, affect people in different ways. E.g. noise and vibration, one solution doesn't fit all. We assess individual circumstances.</p> <p>A resident made refere to the compensation offered during the impact piling works a few years ago. His tenants in Luna House overlook these works and are really affected. Tideway has offered compensation in advance previously, how long does it take for a decision to be made?</p> <p>LW said we are only ever two weeks away from the ICP meeting to discuss claims, we can get cases looked at earlier depending on the circumstances. We have been able to help people very quickly when needed, in some cases in 4-6 days. Mitigation is all about health and wellbeing. Monetary compensation doesn't necessarily help; the idea of mitigation is to help people with the situation they are experiencing. There are fewer options available under current Covid guidelines, but people are allowed to move home.</p> <p>PB said she spoke to a few residents last year when she asked if anyone would like to chat (mindful about life during lockdown) and had heard similar issues. As Chair her aim is to help think about residents' needs in a proactive way. We need to look at lessons learned now rather than later. What can happen to minimise disruption as quickly as possible? We also need to look at communication. It is really valuable to have a good representation at these meetings to get messages out.</p> <p>A resident said it was concerning that these works and issues were not communicated at the last meeting. If problems are arising, we need to talk about them at these forums. AS said he would check if this was addressed, we do try to be considerate and we do use these forums to get feedback and lessons learned.</p> <p><b>Action 2 - AS to check if water main was discussed at the last presentation.</b></p> <p>A resident said these issues are similar to what she went through until 2018, when she gave up and moved. She asked when will this project be finished, are we on target for the end of 2023? There wasn't a look ahead programme in the slides. AS said it will finish end 2023/early 2024 but with commissioning after</p>	<p>AS</p>
--	-----------

<p>that. In the latter stages of construction, the plan is to remove the cofferdam and build a new river wall. PB asked about the programme that is normally part of the presentation. Can this be reinstated please?</p> <p><b>Action 3- Tideway to reinstate add the programme slide in the future meetings.</b></p> <p>A resident pointed out that Berkeley Homes will build housing when Tideway finishes.</p> <p>A resident said the general consensus from residents is that they are fed up with Tideway. There is a WhatsApp group where people say that Tideway do not listen to anyone. Complaints to both Tideway and LB Southwark do not get the right responses, eg cleaning windows, it looks like Tideway don't want to or have money to pay now. The filter of her mechanical ventilation unit also needs replacing regularly which can't be done during lockdown so residents should be able to replace them themselves, so why can't they be dropped off? AS said window cleaning had to be postponed due to Covid, but he can speak to the window cleaners and see what the current situation is. Tideway will also look at getting a replacement filter.</p> <p>PB said this information needs to be communicated out to people so they can take action, as not everyone will read the minutes.</p> <p><b>Action 4- AS to look at window cleaning for all blocks and filter replacement for the affected properties.</b></p> <p><b>Action 5- RM to look at ways to communicate this information to the residents.</b></p> <p>Roger Taylor (RT) said he hadn't received any complaints about noise , but residents can contact the council.</p> <p>Richard Earis (RE) said he regularly attends site to see what can be improved and subsequently had a generator removed from the water main replacement works because it was too noisy and also arranged for Tideway to put noise barriers in place . However, when doing these types of utility works, there's only so much that can be done. These works are happening all over the borough but it's limited what can be done to mitigate noise, which is when residents should contact the ICP. Southwark will look into any complaints received.</p> <p>A resident asked what mitigation was put in place, RE said there is a consent with conditions, which if not done, LBS can enforce the consent, which they had done, for example, by removing a generator. He is happy to share this.</p> <p>A resident said the mitigation mentioned wasn't used, acoustic blankets were on the floor, the first day a lorry pulled up at 7am and metal barriers were thrown on the floor making a lot of noise.</p> <p>PB suggested that wider contract team aren't looking at the impact. AS said we would look into this. Unfortunately the hire company that supplied the metal site fencing delivered these at 7am. The excess noise blankets are being used to protect the exposed watermain from cold water. This will avoid the trench needing to be temporarily be filled and then re-excavated in the future.</p>	<p>Tideway</p> <p>AS</p> <p>RM</p>
--	------------------------------------

	<p>A resident asked if anything could be done to stop the noise travelling upwards. Only way is if we built an enclosure over the watermain replacement work, which wouldn't be practical or safe for the workers.</p> <p><b>Action 6-AS to look at contractor practices.</b></p>	<b>AS</b>
<b>5.0</b>	<p>Any other business and agree next meeting date.</p> <p>PB thanked everyone for their time and feedback. The time of the meeting and meeting platform will be reviewed before the next meeting.</p> <p>Next meeting date – to be confirmed.</p>	

**Actions Register:**

Meeting Date	Item	Action	Responsibility	Status
01/02/2021	2.0	Action 1- JC to update on the status of the S106 CEF video	JC	Open
01/02/2021	4.0	Action 2 - AS to check if water main was discussed at the last presentation	AS	Open
01/02/2021	4.0	Action 3- Tideway to add programme slide in the next meeting	Tideway	Open
01/02/2021	4.0	Action 4- AS to look at window cleaning for all blocks & filter replacement for affected properties	AS	Open
01/02/2021	4.0	Action 5- RM to look at ways to communicate this information to the residents.	RM	Open
01/02/2021	4.0	Action 6-AS to look at contractor practices.	AS	Open

**Outstanding Actions from Previous CLWGs**

Meeting Date	Item	Action	Responsibility	Status
2/11/20	4.1	<b>Action 1:</b> JC to check the name of the resident involved with the S106 video	JC	Closed
2/11/20	4.2	<b>Action 2:</b> : AS & AH to find out if funding can be obtained for the Community Magazine	AS & AH	Closed
29/06/2020	3.2	<b>Action 1:</b> AS to send LB official photos of Selina's arrival, to include in his magazine.	AS	Closed
29/06/2020	3.3	<b>Action 2:</b> AS to include information in the weekly email to the community regarding Selina's arrival timings and the fact there will be associated work on both Saturday and Sunday.	AS	Closed
29/06/2020	3.4	<b>Action 3:</b> AS to speak to the team after the CLWG to ensure the acoustic enclosure door is closed as much as possible.	AS	Closed

29/06/2020	3.5	<b>Action 4:</b> AS to speak to the team to ensure additional damping down to reduce the impact of dust.	AS	Closed
29/06/2020	3.6	<b>Action 5:</b> AS to arrange a site visit for Tideway to experience first-hand what it is like for residents on the opposite side of the river, when the acoustic enclosure door is open.	AS	Closed
27/01/2020	2.0	<b>Action 1:</b> An email will be sent round to the representatives of Luna House, Bevington Street etc, to advise of the translation service available.	RM	Closed
27/01/2020	3.6	<b>Action 5:</b> RM to arrange a site visit for residents, once the TBM has arrived- <b>Due to covid restrictions, a limited number of staff can access the site.</b>	RM	Closed
27/01/2020	3.10	<b>Action 6:</b> JC to arrange a separate forum for Section 106 updates- Update delivered during CLWG meeting	JC	Closed
25/11/2019	2.0	<b>Action 1:</b> PB to investigate whether the activities checklist can be accessed online, once it goes live.	PB	Closed
25/11/2019	2.0	<b>Action 4:</b> AS to confirm the ownership of the land and contact MC.	AS	Closed
25/11/2019	3.2	<b>Action 7:</b> PB to form a working group with LB whereby key representatives meet with Tideway to plan a strategy to reach out to the community re training and employment opportunities. The working group will then report back at the CLWG.	AS / RM	Closed
25/11/2019	3.4	<b>Action 8:</b> EE to investigate that the timer to turn off the lighting on the east side of the site towards the elevation is set for 19.00.	EE	Closed
09/09/2019	2.16	<b>Action 11:</b> AS to investigate whether the location of the permanent artwork can be changed, to allow for possible occasional moorings in the future.	AS	Closed
09/09/2019	3.1	<b>Action 12:</b> AS to speak to the property and legal teams regarding the agreement that NL has with Thames Water, which needs to be transferred to Tideway.	AS	Closed