

INDEPENDENT COMPENSATION PANEL

MEETING #172 MINUTES

Purpose:	To determine medical, special cases and compensation claims.
Date and time:	Tuesday 23 February 2021 0900 – 1000 – Compensation case (via Teams) 1030 – 1400 – Medical and Special cases (via Zoom)
Location:	VIDEO CONFERENCE: Subsequent summary feedback: (LW by telephone)
Panel Members:	Graham Parry (Chair) Phil Evans (Noise & Vibration) Stephen Stansfeld (Medical) Chris Kench & Richard Pugh (Compensation Specialists)
Abbreviations:	'Panel' means the Independent Compensation Panel 'Project' means Tideway 'ICC' means the Independent Complaints Commissioner for the Project 'Non-Stat Policy' means the Non-Statutory Off-site mitigation and compensation policy
Document Number:	2350-TDWAY-TTTUN-990-ZZ-ZZ-732763
Site visit	None

Item 1	Notes for the record
Applicant Reference	The Panel considered information pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-732760 .
Relevant Tideway site	Chambers Wharf
Decision	DEFERRED
Details of the award	<p>Following an initial review of comparable properties and advertised rents, it seems to the Panel that the rental value identified by the claimant is too high. In order to consider the claim further, the Panel needs evidence of the current rental value of the apartment, disregarding the effects of Tideway works, but reflecting the current market conditions and particularly the impact on the market of the Covid-19 pandemic. On receipt of this further evidence, the Panel will be able to consider the claim further.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>

Further information required/actions arising	None
Information/action requested from Tideway	None

Item 2	Notes for the record
Applicant Reference	The Panel considered information pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-732769 .
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	<p>The claim was in respect of loss of rent due to noise.</p> <p>As the Panel can see no evidence relating to the lodger having moved out because of noise from the site and, based on noise measurement data, which indicates that noise levels are relatively low in the Chambers Wharf area, a financial award for loss of rent is not made.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 3	Notes for the record
Applicant Reference	The Panel considered information pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-732804 .
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
Details of the award	<p>The family's circumstances and health issues are fully known to the Panel.</p> <p>Members of the Panel carried out an unannounced site visit on the 3rd February 2021 to determine the extent to which noise from the site would result in disturbance to occupiers of property in the immediate vicinity of the site.</p> <p>The Panel has considered the award with respect to what has been requested and all awards are made with respect to the individual requirements of the claimant and acknowledging the difficulties that result from lockdown particularly where respite has previously been awarded.</p> <p>The Panel's award includes several items requested by the claimant.</p>

	<p><u>All awards are subject to Tideway’s Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 4	Notes for the record
Applicant Reference	The Panel considered information pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-732807.
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
Details of the award	<p>The Panel reviewed the video evidence provided by the claimant.</p> <p>Members of the Panel carried out an unannounced site visit on the 3rd February 2021 to determine the extent to which noise from the site would result in disturbance to occupiers of property in the immediate vicinity of the site.</p> <p>The Panel has considered the award with respect to what has been requested and all awards are made with respect to the individual requirements of the claimant and acknowledging the difficulties that result from lockdown particularly where respite has previously been awarded.</p> <p>The Panel’s award includes:</p> <ul style="list-style-type: none"> • The cost of one set of noise cancelling headphones to a maximum cost £100. <p><u>All awards are subject to Tideway’s Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 5	Notes for the record
Applicant Reference	The Panel considered information pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-732808.
Relevant Tideway site	Chambers Warf
Decision	PART AWARDED
Details of the award	The Panel is aware of the family’s health issues.

	<p>Members of the Panel carried out an unannounced site visit on the 3rd February 2021 to determine the extent to which noise from the site would result in disturbance to occupiers of property in the immediate vicinity of the site.</p> <p>The Panel has considered the award with respect to what has been requested and all awards are made with respect to the individual requirements of the claimant and acknowledging the difficulties that result from lockdown particularly where respite has previously been awarded.</p> <p>The Panel's award includes:</p> <ul style="list-style-type: none"> • The cost of one set of noise cancelling headphones to a maximum cost of £100 to assist with studying at home. <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 6	Notes for the record
Applicant Reference	The Panel considered information pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-732812.
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	<p>The claimant reports that over the last year or so noise, light and dust have started to have an impact on his wellbeing and health and that of his partner. The claimant's medical history is noted.</p> <p>The Panel has reviewed a number of videos provided by the claimant and the Panel Chair has previously communicated with the claimant.</p> <p>Members of the Panel carried out an unannounced site visit on the 3rd February 2021 to determine the extent to which noise from the site would result in disturbance to occupiers of property in the immediate vicinity of the site. The visit confirmed that, at that time, noise levels in the area were relatively low, although at some locations around the site, it was possible to detect a low level humming noise. The Panel has previously reviewed noise and air quality reports for the area which confirmed that both noise and particulate levels are relatively low. The Panel does however recognise that occasional events, such as abnormal load deliveries, can be disturbing.</p> <p>The Panel has determined that secondary glazing is not awarded as the TAP noise limits are not predicted to be exceeded at this property.</p>

	<p>Air conditioning units are not awarded as noise and air quality levels are not considered to be regularly at such elevated levels to preclude the opening of windows for ventilation purposes.</p> <p>The Panel had previously awarded two pairs of noise cancelling headphones to a maximum cost of £100/pair to assist with working from home and that offer remains open.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	Tideway to liaise with the claimant with respect to other potential forms of respite/mitigation.

Item 7	Notes for the record
Applicant Reference	The Panel considered information pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-732805
Relevant Tideway site	Chambers Wharf (water main replacement works)
Decision	PART AWARD
Details of the award	<p>The Panel is aware that water main works have been taking place in the vicinity of the claimant's property to an extent that the ability to work from home has been compromised for the nature of work which the claimant carries out. The Panel previously carried out an unannounced visit to the site and observed that, at that time, the water main works were at a stage where noise emissions were not significant. The Panel understands that the water main works should be completed by the end of March 2021 but that elevated noise levels may occur during the final reinstatement phase.</p> <p>The Panel reviewed a video and the photographs provided by the claimant.</p> <p>The Panel makes an award of a pair of noise cancelling headphones to a maximum contribution of £100 to assist with working from home.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 8	Notes for the record
Applicant Reference	The Panel considered information pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-732810 .
Relevant Tideway site	Chambers Wharf
Decision	PART AWARD
Details of the award	<p>The claimant has previously indicated that noise has increased in recent weeks and that working from home has become difficult to the extent that it is affecting their mental health and ability to get 'good sleep'. A video and a photograph were reviewed.</p> <p>The property was previously identified as qualifying for secondary glazing under the TAP scheme.</p> <p>Members of the Panel carried out an unannounced site visit on the 3rd February 2021 to determine the extent to which noise from the site would result in disturbance to occupiers of property in the immediate vicinity of the site.</p> <p>The Panel has considered the award with respect to what has been requested and all awards are made with respect to the individual requirements of the claimant and acknowledging the difficulties that result from lockdown.</p> <p>The Panel's award includes several items requested by the claimant however the request for energy costs was not substantiated and was therefore refused.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 9	Notes for the record
Applicant Reference	<p>The Panel considered information provided by LW on Monday 22nd February 2021 which consisted of:</p> <ul style="list-style-type: none"> • Works update for remaining period of construction activity until handover to St George in June/July 2021. • Noise data. • Current s61. • Noise Monitor information.
Relevant Tideway site	Hammersmith Pumping Station
Decision	AWARDED

<p>Details of the award</p>	<p>The Panel determined that access to the alternative office space should continue until the end of June when the Tideway works at the construction site will have predominantly ceased. If access to the previous facility becomes available before the end of June 2021, then the claimants are expected to revert to using that facility.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u></p>
<p>Further information required/actions arising</p>	<p>None</p>
<p>Information/action requested from Tideway</p>	<p>None</p>

I confirm that these minutes are an accurate record of the proceedings of the meeting.

Signed

Date 30 April 2021

Graham Parry

Chair, Independent Compensation Panel