



MEETING MINUTES

Subject:	Chambers Wharf Community Liaison Working Group
Date and time:	Monday 26 April 2021, 6:00pm to 7:30pm
Location:	Virtual – via Microsoft Teams
Minute taker:	Emma
Chair:	Pat Brown

AGENDA:

Item	Topic
1	Welcome, introductions and apologies
2	Actions from last meeting
3	Updates from project team <ul style="list-style-type: none"> • Construction update • Noise and air quality • Programme • Legacy • Mitigation
4	Community Feedback
5	Any other business and agree next meeting date

ATTENDANCE LIST:

Project Staff:

- Georgia Boyd – Engagement Manager
- Nico Donadoni – Tunnelling Manager
- Martin Griffiths – Senior Community Relations Manager
- Shannon O’Keeffe CEng MIC – Senior Tunnel Agent
- Rebecca Oyibo – Community Relations
- Louise Walsh – Mitigation and Compensation Lead

Residents/Organisations:

Three residents and two officers from Southwark Council attended along with the ICP chair

Apologies:

None.

	Item	Action
1.0	Welcome, introductions and apologies	
1.1	Welcome and introductions from Georgia Boyd (GB) and Patricia Brown (PB). GB is the new Engagement Lead and Manager on Tideway, taking over from Rebecca Major (RM).	
2.0	Notes and actions from last meeting	
	PB invited comments on the minutes and actions from the last meeting. No comments received.	
2.1	Action 1 – Jackie Christie (JC) to update on the status of the S106 CEF video. Alistair Hugget (AH) explained that due to GDPR, Southwark cannot release the name of the resident in the video. The progress of the project has been put on hold during lockdown, but as soon as consultation restarts, the video, and therefore the information, will be released.	
2.2	Action 2 – Allen Summerskill (AS) to check if the water main was discussed at the last presentation. AS confirmed it was.	
2.3	Action 3 – Tideway to add programme slide in the next meeting. There was a concern that Tideway had stopped sharing the programme slide and this has been rectified.	
2.4	Action 4 – AS to look at window cleaning for all blocks and filter replacement for affected properties. AS has spoken to the different organisations around the site. Window cleaning was paused due to previous lockdowns, but it has now resumed. For blocks on the eastern side of the site, Tideway has a contractor on board and the windows should have been cleaned last Wednesday (21 st April 2021). For the Peabody blocks, both Jacobs and Hartley House on the south side, that is due to happen in the near future, and the same for Axis and Lunar on the west side of the site. For the blocks on the south and the west, it is not Tideway doing the cleaning, it is window cleaning contractors that are employed by the managing agents of the companies, which Tideway pays for.	
2.5	Action 5 – RM to look at ways to communicate this information to the residents. This has been something discussed previously, particularly if there were other people not carrying out duties, how would Tideway go about helping residents report it. AS explained that for the properties on the eastern side, there was a direct letter that was posted through residents' letterboxes, to advise that the window cleaning has resumed and if residents wish to take up the offer, then to ring Supervision Assured, which is the contractor employed for the eastern part of the site. AS is currently in discussions with the managing agents for the other blocks on the south and the west about communicating about the window cleaning. Tideway are funding two extra cleans per year, on top of the existing window cleaning arrangement.	

2.6	<p>Action 6 – AS to look at contractor practices.</p> <p>There were some concerns about contractors not adhering to the rules. AS explained, this was mainly during the water main replacement works. There were some issues of noise early in the morning when some fencing went up and other equipment was delivered to site. The site team has spoken to contractors that are undertaking that work, so hopefully there has been improvement since the last CLWG. These works have now been completed so AS hopes there was no further disruption to residents around the western area of the site.</p>	
3.0	<p>Updates from project team</p> <p>3.1 Construction Update</p> <p>3.1.1 TBM Selina Delivery and Installation</p> <p>Shannon O’Keeffe (SO) gave an update on the progress of the works.</p> <p>Removing the TBM has begun after it has mined to Chambers Wharf from Kirtling Street near Vauxhall. A video on TBM Selina delivery and installation was shared, link below:</p> <p>https://vimeo.com/531676479/4ee75fb57a</p> <p>Martin Griffiths (MG) asked via Teams chat if it would be possible to have the images shared by Shannon O’Keefe, to send them out in the weekly resident’s email. SO confirmed that he would make them available.</p> <p>ACTION: SO to share images from presentation with MG.</p> <p>3.1.2 Removal of TBM Ursula</p> <p>In the last meeting, Tideway discussed TMB Ursula breakthrough. In the period since then, all six backup gantries have been installed that make up the entire tunnel machine itself. They have mined forward, installing 67 rings, 155 metres into the tunnel drive, with the front of the shield drive being well under the Thames itself, on the journey to Abbey Mills.</p> <p>From now on, the two things that will be the most visible are the segment deliveries. Tideway are expecting 2 a day at peak, and, spoil barges, where Tideway aims to use the river as much as possible to keep lorries off the road. During peak operations, these are expected to be up to 4 barge loads a day, removing the chalk from the site.</p> <p>They have rearranged the shaft at the bottom after the launch of the machine and begun to extract the other machine. Mammoet, the contractor who helped install Selina, has mobilised the site and helped lift Ursula. Mammoet remobilised with the strain jacking system, a specialised system they use to lift or lower very big items; they do a lot of work out in the North Sea on wind farms and oil rigs and are the specialist contractor used to move TBMs.</p>	SO

	<p>On the day of this meeting, Tideway had successfully removed the shield of TBM Ursula out of the shaft, and she is waiting to leave via river to the Netherlands.</p> <p>From next week [w/c 3rd May 2021], there will be a large marine crane and barge called the Matador 3, which is a type of crane. That will come in on 6th May and the shield will be lifted on 7th May, being placed in a marine vessel to be sent off site. At the next meeting there will be pictures. The arrival of this crane and removal of the TBM is subject to weather conditions.</p> <p>3.1.3 Section 61 – Overview</p> <p>A quick reminder of the Section 61; adhering to standard working hours of 08:00-18:00 Monday-Friday and 08:00-13:00 on Saturday. Tideway do have extended working hours 18:00-22:00 Monday-Friday and 13:00-17:00 on Saturday.</p> <p>These are generally limited to the tidally Influenced Marine works to put up lighting specifically for tasks. Once they resume tunnelling, they will be going back to continuous working, which is 24 hours a day, 7 days a week. This will include the tunnel and acoustic enclosure works, the operation of the slurry treatment plant, and the batching plant to produce grout for the TBM.</p> <p>There are mobilisation and demobilisation windows at the start and end of the shift, between 07:00-08:00 and 18:00-19:00.</p> <p>3.1.4 Approved S61 tunnelling works – more detail</p> <p>Tunnelling is a continuous activity, and once they have fully removed Ursula it will be going back into the 24 hour, seven days a week cycle. That will also mean that the slurry treatment plant will be running continuously, to support the activities; they will have ring deliveries and spoil loading during core and extended hours, and they expect crane movements to continuously supply the rings and equipment into the acoustic enclosure.</p> <p>3.2 Noise and Air</p> <p>3.2.1 Air and Noise Quality Monitoring, January 2021</p> <p>Looking at the air and noise quality from January, there was one slightly higher air quality recording on DT6 but all the other recordings were within the expected values. There were 4 recordings of TAPs exceedances, 2 of them were on noise monitor 2 by Luna House and that was due to the water main works. These works are now completed. There was one exceedance, on monitors 3 and 6, near Fountain Green Square, which Tideway believe was due to a generator that kept engaging on a Portaloo, which would start whenever the solar charged power unit on it would run out, which unfortunately was over night-time.</p> <p>In February 2021, with the water main replacement works finishing and the Portaloo having been removed from site, Tideway have not recorded any exceedances at all. All the air quality numbers have been within the expected values.</p>	
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<p>3.3</p>	<p>The same again, is true of March, Tideway have had no exceedances on the noise and all the values on the air quality have been as expected.</p> <p>6-month programme: May 2021 and beyond</p> <p>In May 2021 Tideway will still be undertaking Ursula removal, which will take up the rest of this month. With the shield out and being loaded out to barge next week, there are the back-up gantries of the TBM to be removed. In June Tideway will be looking at preparations for Selina to resume tunnelling again. The team will need to put the bottom of the shaft back together, put everything back in all the services and re-start the slurry treatment plant. Tunnelling operations will continue for approximately one year. Tideway is also looking at having river barge movements, ring deliveries and spoil loading, which will occur during extended and continuous hours, as discussed previously.</p> <p>Tideway has had general site and operation maintenance occurring during core hours. One to particularly note, is after once tunnelling starts again, they may need to bring in deliveries of certain materials via HGVs and lorries on Saturdays and Sundays. Tideway is in discussion with London Borough of Southwark about this so it will be subject to its consideration and approval. Tideway is not looking to get any lorry movements outside of 0800 and 1800 on Monday-Friday and outside 0800-1700 on Saturdays or Sundays.</p> <p>The construction phases of the entire project are still anticipated to finish in 2023/24 with the de-commissioning of the project going into 2024.</p>	
<p>3.4</p>	<p>Legacy and Community Investment</p> <p>Rebecca Oyibo (RO) explained that due to the current circumstances, Tideway had decided to restructure how they manage the community investment as it has not been able to do the normal things like going into the schools and prison so they have had to re-strategise it. There is a new government initiative called Kickstart to help young people that have been disadvantaged by COVID-19 and the pandemic, so the government are looking at the various gaps that have been caused by COVID and one of the major gaps is the education gap.</p> <p>Tideway has engaged with this new programme called Kickstart, a collaboration with the Government and The Prince's Trust, and signed up to create work opportunities: six-month work placements, up to 25 hours per week, for various job roles. Tideway is offering Account Assistant and Software Engineering Assistant at Chambers Wharf, Assistant Engineer at Earl Pumping Station and there is a role for Health and Safety Support Assistant at Greenwich, and is hoping to take on one more Kickstart opportunity, which will be excellent.</p> <p>Tideway hopes these extended work placements will help young people learn about a particular discipline but also help young people gain an understanding of the job role, to hopefully create a job for themselves and be able to take a role in the future. It is a marvellous opportunity, the experience the Kickstart individuals get gives them the opportunity to foster a career</p>	

	<p>Tideway is mentoring and buddying for Kickstart. For more information, please go to the Kickstart website: Kickstart Scheme - GOV.UK (www.gov.uk)</p> <p>3.4.1 London Design and Engineering UTC</p> <p>Tideway has been working with this college since it opened in September 2016. Altogether Tideway has contributed a total of 1279.5 hours in volunteering. This involved school governor roles. Tideway has been giving strategic guidance and support, and encouraging young students into STEM disciplines and supporting the organisation and structure of the school so that they can deliver a better education system, especially during COVID.</p> <p>These are volunteering opportunities that Tideway have and they are providing mentoring support to students that have fallen behind due to COVID-19 and the pandemic. There are ongoing STEM activities that they have in place.</p> <p>3.4.2 STEM Ambassadors</p> <p>Tideway East is working with local schools to continue to promote various subjects. This year, Tideway has done a few online STEM sessions with young girls in schools to understand why at college age, girls do not take these subjects and we can look at opportunities that can support schools to ensure that they keep young people motivated and taking these subjects through school, into university, and at employment level.</p> <p>Tideway has STEM Ambassadors across the Tideway project.</p> <p>3.5 Mitigation</p> <p>3.5.1 How to Make a Claim if Affected by Tideway's Work</p> <p>Louise Walsh (LW) explained the different ways that you can contact Tideway to get advice or help in terms of the process for submitting a claim for mitigation or compensation.</p> <p>You can contact the Independent Advisory Service, between 9:00-17:00 Monday to Friday. They are around to advise very generally on some of the processes and point people in the right direction.</p> <p>Or, you can go straight to LW for any help or advice or questions relating to any potential claim you might be looking to make if you are being affected by the works. This information is included below, but is also always included in the pack. If anyone ever unsure of anything, then the first point of call is to go to the Tideway Helpdesk and they will always point you in the right direction of the person who can help that query. If it is to do with mitigation or compensation then it will go to LW.</p> <p><u>Who do I go to for advice?</u> Independent Advisory Service (IAS) Helpline for independent advice:</p>	
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•0800 917 8845 or info@tidewayias.co.uk

Tideway's Compensation Lead, Louise Walsh, for personal assistance and advice

•Helpdesk: 08000 30 80 80 / helpdesk@tideway.londonor

•Direct: 07971 077165 / louise.walsh@tideway.london

How do I submit my claim?

Louise can submit your claim to the Independent Compensation Panel (ICP) on your behalf, or you can submit your claim direct to the ICP:

admin@tidewayicp.london

The IAS can send you a claim form, or you can download the form off the Tideway website: www.tideway.london/help-advice/compensation-information/Independent-Compensation-Panel

4.0**Community Feedback**

PB asked whether there were any questions and asked of Southwark, any things to pick up on and amplify from the update from the Tideway team?

Southwark reiterated that anyone can also contact the team at Southwark if needed. Jacque Christie (JC) has been helping with claims, so if you do not want to approach Tideway, then Southwark is available to help. The contact information goes out in the weekly newsletters.

PB asked the residents whether there were any specific questions on what has been heard.

A resident explained that she would like to discuss the timetable and wants to clarification. Initially the residents were led to understand that the tunnelling would take 21 months, asked if that is still correct and also when tunnelling began. Nico Donadoni (ND) confirmed that Tideway started in the beginning of January 2021 with the TBM, and as the current approved programme, the tunnelling is expected to complete in the middle of next year [2022] for the excavation works.

The resident consequently asked whether the TBM would be finished and the slurry treatment plant would shut down in 2022. ND explained that once the excavation was complete there would be no need for the slurry treatment plant. They questioned whether the tanks next to Luna House, which is next to the STP, would stop being used in June 2022. ND said that the water treatment plant removal would be slightly later. They asked ND to be more specific, but he does not have the exact date for the removal of the water tanks.

PB agreed that she was going to raise the point that we are only seeing a 6-month timetable when hitherto, we had a timetable for the full programme. PB reiterated that the community made a point of asking, at the last forum, for the full timetable because they are no longer getting the clarity of information once received. We need to compare like with like and it is important to get back to the previous transparency. PB questioned whether the full timetable goes out with a post meeting update, on how Tideway might give the information that is being sought. AS agreed that they could add an additional programme that could talk about the length of tunnelling, the length of secondary lining and the anticipated de-mobilisation of the site which will be towards the end of 2023, but explained that there is a commissioning period after that which will be considerably smaller scale than what is on the site as of now.

A resident said that she does not think it is just her who wants some clarity over the full timetable, whether Tideway is on schedule, and when they will finish. They also wants to know when the site is scheduled for demolition, as that will be exceptionally impactful, and residents need to plan and they need to know this information. The resident wants to see all of this correspondence in writing or as an agenda item, where this information is provided.

The resident confirmed that she would like the information as soon as possible, and that residents need to know the details. She needs to know when things are

going to take place, how long things are going to last etc. AS confirmed that Tideway can get the resident this information, bullet pointing the key information and activities between now and the end of the project. AS explained that after they finish tunnelling mid-next year and they start to take down the slurry treatment facilities, Tideway do not go straight into removing the cofferdam – there is a period of secondary lining of the tunnel. AS said it is a good 6-8 months, but he would have to confirm with the team. It is not a quick operation; it is many months to remove it. But Tideway can detail out the anticipated date they will finish tunnelling, the anticipated date they will finish the secondary lining, the anticipated date they will start removal of the cofferdam, and the anticipated date when they will remove the cofferdam and walk away from the site. AS explained that from memory, they anticipate finishing construction at the end of 2023, with commissioning going into 2024 but will confirm.

ACTION: Tideway to provide a full-scale timetable of the works in a post-meeting note, supplied as soon as possible, and for the full-scale timetable to be included in any further meetings

Post Meeting Note: Programme of key activities at Chambers Wharf:

Finish Tunnelling – Summer 2022
Start Secondary Lining – Autumn 2022
Finish Secondary Lining – Summer 2023
Start Cofferdam Removal – Spring 2024
Finish Cofferdam Removal – Autumn 2024
Start Commissioning – Summer 2024
Vacate site – Winter 2024

ACTION: At the next meeting, a substantive agenda item to focus on, and allow discussion on the details of the full-scale timetable.

PB asked the resident if there were any further questions. The resident shared pictures of the tanks in front of her house. They explained that these give some idea of the proximity of the tanks to where she lives and sleeps. She has raised the issue about covering the slurry tank for at least 6 months. She suggested that the tank on the right which is a stagnant water tank with debris floating in it would be very easy to cover, and she thinks that's a health issue that the tank is so near the open windows of her flat, so it should be covered as well.

She would like an update from the team about the issues of covering first, the slurry tank and secondly introducing the possibility of covering the stagnant water tanks. With the slurry tank, the problem is that it is extremely noisy, and particularly at night, even through double glazed and secondary glazed, closed windows. She says it is impactful despite the team having made every effort to provide secondary glazing, it does not mute the noise a great deal. She does not know whether the motor that turns the slurry can be slowed, but might help.

SO responded and confirmed that Tideway is still looking at covering the tanks, and have engaged a design house and a contractor to review possible ways of doing it. The resident is correct, the water tank is much easier to cover and they

are looking at both of them. In terms of the motors on the STP, the pumps and motors are designed to work within the slurry circuit, so it is not as simple as turning down one motor. Tideway have noticed that there are ways and means of quietening the tanks: they have put rubber up against the motors on it to stop them vibrating, and they have submerged all the pipes as deep as they can. The next phase is looking at the feasibility of getting a cover in it.

The resident responded to SO saying that it has been on the agenda for three months already and that is a long time to have to put up with the noise. PB felt that the resident raises an important point, and Tideway is clearly looking into it, but how can there be some form of timeframe put on this, because if people are impacted through secondary glazing and it disturbs sleep, it is a situation with urgency. PB asked Tideway what they can offer in terms of a deadline on this issue?

SO said he does not have any further information from the designers and contractors at this time, unfortunately, a lot of companies that do this specialist work have been closed down for some time because of the COVID pandemic. A lot of the issues Tideway has faced with the equipment in this plant, is that they were designed and supplied in France, and with Brexit, that has slowed the ability to get information in and out of both countries. SO explained that it would be inappropriate to give a timeline at this stage.

A resident explained that this is not acceptable because it has been noisy and disturbing since tunnelling started at the beginning of the year. She asks that Tideway get on with it, because it is highly impactful to the residents of Luna House. She understands that COVID and Brexit are difficult, but this is urgent, and keeping people from sleeping because these tanks are underneath their windows. Summer is coming and she does not know how they bear it, as she is going to have to keep the windows closed and put the aircon on all the time at night to try to protect herself from the noise and to try to sleep. It is urgent and she needs more than the news that Tideway have engaged designers. She wants answers about this in the coming weeks, not months.

PB asked whether Southwark wanted to come in, as a noise issue. Richard Earis (EA) explained that they have been talking to CVB about this issue for a while. It is not straightforward as the tanks are made of sheet metal and they cannot support a heavy cover, so it is likely to be something lightweight and of bespoke design. Southwark is pushing CVB strongly to do it, and they have told them that they do believe it is possible and they are trying to find a designer to do it, but RE agrees that it has taken too long. It is also important to say that because the covers will be lightweight, then the actual noise benefit will be fairly limited. So, we have to be realistic, it will not be an amazing solution that will stop all the noise, you will still hear the noise and it is unlikely to make a huge difference.

AH queried whether rain on a lightweight cover would be noisy, and therefore is there a possibility that during rain it would act as a drum? Is this a concern as well? AH reflected that we may come up with a solution that is actually worse than the problem. RE agreed and said that it is one of the things that they and CVB has considered. If the cover is something very lightweight, then the benefit is limited but Southwark do agree that they would like to see it done, and they

have pushed CBB to do it and it has taken to long. RE hopes that it can be done by the time that the tunnelling resumes, or shortly after, so that it is in place for the majority of the tunnelling that is coming. Southwark will be pushing them to get this done.

PB mentioned the issue of stagnant water that a resident has raised, and apart from the noise, it is smelly, a health hazard and a visual blight. It is an undesirable situation but what the resident is looking for is a sense of urgency. PB wonders whether we can agree a period in which to report back, even if it is to say that it still has not been resolved. To leave it hanging is not acceptable for the community, and it is not just one resident that is impacted. PB asked someone to offer a timeframe that we can report back to the resident on progress.

AS suggested a two-week period, that would be enough to talk to Breffni Quinivan and SO in more detail about how they are getting on in regards to the design and third-party consultants, then at least they would have time to contact the design company and the suppliers abroad, if that is the avenue that is going to be taken. AS reiterated that he is not saying that in a couple of weeks the tanks will be covered, but in a couple of weeks they would be able to update on progress. SO agreed with this timeline and they are happy to share any information as soon as they receive it. They understand the urgency of this and SO explained that they are pushing their supplier and designer as quickly as possible, and as soon as they get more information, and they have a programme expected for it, they will get in touch as soon as possible.

AS asked SO and ND whether it would be possible to flush the tank with the stagnant water, and if this would help prevent the green and replace it with clean water. A resident came in and said if it is going to fill up again, she wants it to be covered and asked what the purpose of the tank is and ND explained that all these tanks are part of the treatment plant and this water is recycled and sent to the TBM. For this particular tank ND would have to check with the STP manager, and he will let the resident know the outcome.

The resident explained that she knows that the site is constrained and that has been an issue from the very beginning, but these tanks, one very noisy and one with stagnant water, right under the windows, is very sub-optimal. She says that the residents have to live with it, are asking Tideway to get on with it as quickly as possible.

PB confirmed that we have had an assurance that someone will come back within two weeks on what the progress is on finding a solution, which is mitigation, rather than finding the perfect solution.

ACTION: Tideway to come back to the with an update on covering the tanks within a two-week period of the meeting.

PB asked whether there were any other points from residents or colleagues. A resident explained that he knows there are proposals for weekend work but asked whether it is possible to avoid this?

	<p>PB speculated that not doing weekend work could impact the schedule of the project, even if it was achievable, but asked the team to respond. SO replied that the weekend activities that they are looking at doing involves bringing in materials in from another site, and they have to maintain supply of materials to the TBM. The only way they can do that is if they have HGV deliveries, not a large number, but they need to have the capability to do that, to provide materials on the weekends to keep the machine functioning. If they do not do that, the machine will stop. SO explained this means things like the lubrication materials used for the hydraulics on the machine, they install a railway behind the tunnel boring machine as it advances, so they have to install sleepers and rails for that, they have to install pipes every five rings, which allows them to pump slurry to and from the machine. Tideway does not have sufficient storage on site to store materials from Saturday afternoon to a Monday morning, which is why they need to have that capability, requesting weekend working.</p> <p>A resident asked if there was any way that could be done, not so close to 0800 on the weekends. SO said that they can always review the timetable, but that they cannot control the productivity of the machine and if it gets to the point that they need a delivery, provided they do that in the hours approved, this may have to happen. But SO understands, and took the comment on board. And asked the resident what would be his preference? The resident is keen Tideway avoids waking people too early at the weekends, he understands that it needs to be done and be delivered, but if it could be avoided at say 0800 or 0900, and do it at a more reasonable hour, like 1000, that would be much better. SO said that they can certainly review the ways they do these deliveries, wherever possible. SO explained that the deliveries would be lorries coming in, going through the acoustic doors, they lift what is on the lorry off and put it inside the shed, and they close the doors again, but agrees that it is something they can consider.</p> <p>RE explained that it is not something that Southwark has actually had an application for yet, and when it comes, they would look at the hours it takes place in and they would try to minimize impact as much as possible. It may be necessary to have materials coming in to allow the machine to continue, but they would look to minimise it as much as is practical.</p> <p>PB asked if there were any further points anyone would like to make, either in general or about these points. PB confirmed that Tideway is going to get a post meeting note out about the programme works and if we can undertake to do a chart or similar that looks at the whole programme, as per the previous examples that we used to see circulated when we previously met in Wade Hall. There will be an opportunity at the next forum to speak about that in much more detail. Someone will come back to the resident in the next two weeks about the progress that has been made towards the slurry treatment plant, the water tanks and any solutions.</p>	
<p>5.0</p>	<p>Any other business and agree next meeting date</p> <p>AS highlighted that under the Section 106 there is a community enhancement fund, which local residents or businesses can apply for, for improvements to the local area. Unfortunately, it was paused for 12 months due to the pandemic, but that panel has now resumed. AH explained that if any resident has a suggestion</p>	

	<p>that could improve the local community, or lead to a legacy, there is a process to apply for funding that is supplied by the Section 106 agreement by Tideway, administered by LB Southwark.</p> <p>PB asked for any final items of AOB before bringing the meeting to a close. PB said goodbye and good luck to Alistair Huggett on his final Chambers Wharf meeting before his retirement. PB thanked everyone for their time and participation in the meeting and the team for their presentations.</p> <p>END</p>	
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