

# INDEPENDENT COMPENSATION PANEL

## MEETING #184 MINUTES

<b>Purpose:</b>	To determine medical, special cases and compensation claims.
<b>Date and time:</b>	Tuesday 10 August 2021 0900 – 1000 – Compensation cases (via Microsoft Teams) 1015 – 1145 – Medical and Special cases (via Zoom)
<b>Location:</b>	Video Conference
<b>Panel Members:</b>	Graham Parry (Chair) Phil Evans (Noise & Vibration) Stephen Stansfeld (Medical) Chris Kench & Richard Pugh (Compensation Specialists)
<b>Abbreviations:</b>	'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
<b>Document Number:</b>	2350-TDWAY-TTTUN-990-ZZ-ZZ-734030

Item 1	Notes for the record
<b>Applicant Reference</b>	The Panel considered information pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-734036</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>DEFERRED</b>
<b>Details of the award</b>	The Panel has determined that it is unable to make an award until additional information is provided by the claimant.  <b>Subject to receiving the requested information, the Panel should be able to determine the case at its next compensation meeting.</b>  <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u>  <a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a>
<b>Further information required/actions arising</b>	<b>None</b>
<b>Information/action requested from Tideway</b>	<b>None</b>

Item 2	Notes for the record
<b>Applicant Reference</b>	The Panel considered information pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-734040</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p>The claimant complains of unbearable noise from the site starting early in the morning until late at night. She and her children are reporting sleep disturbance. There is no detail on her health issues.</p> <p>Detailed reviews of current site activity at CHAWF have previously been provided but the current issues are mainly associated with the noise from flints travelling through the slurry pipe overbridge and hitting the sides and bends in the pipe.</p> <p>The Panel has previously carried out a detailed visit to the construction site on the 16<sup>th</sup> of July 2021 and has also reviewed videos provided by a number of claimants which has provided context for all claims received from the Chambers Wharf area. The Panel noted that the slurry pipe bridge which has apparently been causing a degree of disturbance is now being acoustically clad in order to reduce noise from that particular structure, although the works are not now anticipated to be completed until the end of August 2021.</p> <p><b>The Panel has determined to make an offer of an award of 2 days respite/week for the claimant and her children until the end of August 2021. This award may be commuted to a seven day holiday break at an equivalent cost to be taken before the end of August 2021.</b></p> <p><b><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></b></p> <p><b><u><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></u></b></p>
<b>Further information required/actions arising</b>	<b>None</b>
<b>Information/action requested from Tideway</b>	<b>None</b>

Item 3	Notes for the record
<b>Applicant Reference</b>	The Panel considered information pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-734037</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p>The claimant previously claimed that disturbance from the site was affecting her and exacerbating her existing health issues which are well known to the Panel. The claimant would like previously awarded respite to continue through to September when the children go back to school. She has provided details in respect of her medications.</p>

	<p>Detailed reviews of current site activity at CHAWF have previously been provided but the current issues are mainly associated with the noise from flints travelling through the slurry pipe overbridge and hitting the sides and bends in the pipe.</p> <p>The Panel had previously carried out a detailed visit to the construction site on the 16<sup>th</sup> of July 2021 and has also reviewed videos provided by a number of claimants which has provided context for all claims received from the Chambers Wharf area. The Panel noted that the slurry pipe bridge which has apparently been causing a degree of disturbance is now being acoustically clad in order to reduce noise from that particular structure, although the works are not now anticipated to be completed until the end of August 2021.</p> <p><b>The Panel has determined to make an offer of an award of 2 days respite/week for the claimant and her son until the end of August 2021. This award may be commuted to a seven day holiday break at an equivalent cost to be taken before the end of August 2021.</b></p> <p><b><u>All awards are subject to Tideway’s Guidelines for Implementation of ICP decisions.</u></b></p> <p><b><u><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></u></b></p>
<p><b>Further information required/actions arising</b></p>	<p><b>None</b></p>
<p><b>Information/action requested from Tideway</b></p>	<p><b>None</b></p>

Item 4	Notes for the record
<p><b>Applicant Reference</b></p>	<p>The Panel considered information pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-734035</b></p>
<p><b>Relevant Tideway site</b></p>	<p>Hammersmith Pumping Station</p>
<p><b>Decision</b></p>	<p><b>AWARDED</b></p>
<p><b>Details of the award</b></p>	<p>The claimant is requesting an air conditioning unit to allow her to have windows closed whilst working from home. She is working at home and is likely to continue doing so in the future.</p> <p>From previous assessments, residents were informed by e-mail note that Tideway will be conducting some noisy activities in May, June and July 2021 as the site is dismantled and that these works may cause significant disturbance to the residents.</p> <p>Previous photographs from other residents show that work was ongoing in the MEICA works area although these are not the works that have been described as possibly resulting in significant disturbance. However, the Panel is aware from residents that the works in the MEICA area have been disturbing.</p> <p><b>The Panel considered the evidence available to it including information in the current s61 and has determined to make an</b></p>

	<p>award of a fan or air conditioning unit to a maximum cost of £300.</p> <p><b>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</b></p> <p><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 5	Notes for the record
<b>Applicant Reference</b>	The Panel considered information pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-734034</b> plus a video
<b>Relevant Tideway site</b>	Hammersmith Pumping Station
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p>The claimant is reporting that vibration and noise from the site are leaving her unable to work properly and is affecting her mental and physical health and this often leads to her feeling nauseous.</p> <p>Her PA works with her at home 2-3 days per week and the noise is so loud that they are unable to do that currently. The Panel reviewed a video which identified a high level of noise and vibration.</p> <p>From previous assessments, residents have been informed by e-mail note that Tideway will be conducting some noisy activities in May, June and July 2021 as the site is dismantled and that these works may cause significant disturbance to the residents.</p> <p><b>The Panel makes an award of access to an appropriate office space for a period of one month for the claimant and her PA after which time it is not anticipated that there will be significant levels of noise or vibration from the site.</b></p> <p><b>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</b></p> <p><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 6	Notes for the record
<b>Applicant Reference</b>	The Panel considered information pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-734038</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>PART AWARDED</b>

<p><b>Details of the award</b></p>	<p>Detailed reviews of current site activity at CHAWF have previously been provided but the current issues are mainly associated with the noise from flints travelling through the slurry pipe overbridge and hitting the sides and bends in the pipe.</p> <p>The Panel carried out a detailed site visit to the construction site on the 16<sup>th</sup> of July 2021 and has also reviewed videos provided by a number of claimants which has provided context for all claims received from the Chambers Wharf area. The Panel noted that the slurry pipe bridge which has apparently been causing a degree of disturbance is now being acoustically clad in order to reduce noise from that particular structure, although the works are not now anticipated to be completed until the end of August 2021.</p> <p><b>The Panel determined that as the Air Quality Reports for the site identify levels of particulates which are significantly below the National Air Quality Objectives an award of an air purifier would <u>not</u> be made.</b></p> <p><b>Recognising the health issues of the claimant’s son, the Panel makes an award of fans or an air conditioning unit to a total cost of £300 plus £55 for electricity costs.</b></p> <p><b>The Panel has determined to make an offer of an award of 2 days respite/week for the claimant and her children until the end of August 2021. This award may be commuted to a seven day holiday break at an equivalent cost to be taken before the end of August 2021.</b></p> <p><b><u>All awards are subject to Tideway’s Guidelines for Implementation of ICP decisions.</u></b></p> <p><b><u><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></u></b></p>
<p><b>Further information required/actions arising</b></p>	<p><b>None</b></p>
<p><b>Information/action requested from Tideway</b></p>	<p><b>None</b></p>

Item 7	Notes for the record
<p><b>Applicant Reference</b></p>	<p>The Panel considered two emails from the claimants dated 5 and 8 August 2021.</p>
<p><b>Relevant Tideway site</b></p>	<p>Chambers Wharf</p>
<p><b>Decision</b></p>	<p><b>PART AWARDED</b></p>
<p><b>Details of the award</b></p>	<p>The Panel had previously made an award of two days respite a week/person until the end of September 2021. The award was broadly in line with similar awards and the claimants, when visited in their property, had not expressed any specific requirements other than that they were seeking respite.</p> <p>The claimant having reviewed the guidelines has now expressed a desire for a different form of respite which the Panel has fully considered.</p>

	<p><b>Based on the home visit the Panel made, the claimant's health issues and the Panel's knowledge of the present site activities, the Panel has determined to make an award of a one week respite holiday for the claimant and his partner.</b></p> <p><b><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></b></p> <p><b><u><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></u></b></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 8	Notes for the record
<b>Applicant Reference</b>	The Panel considered information pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-734304</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>DEFERRED</b>
<b>Details of the award</b>	<p>By way of email correspondence received on the 26 July 2021, the claimant appears to be requesting further respite. The Panel reviewed a video provided by the claimant. The claimant has invited the ICP to attend her property to experience the degree of noise disturbance that she and her family are experiencing.</p> <p>The Panel carried out a detailed site visit to the construction site on the 16<sup>th</sup> of July 2021 and has also reviewed videos provided by a number of claimants which has provided context for all claims received from the Chambers Wharf area. The Panel noted that the slurry pipe bridge which has apparently been causing a degree of disturbance is now being acoustically clad in order to reduce noise from that particular structure, although the works are not now anticipated to be completed until the end of August 2021.</p> <p><b>The Panel has determined that they would take up the offer of a home visit and request that Tideway organise this for September.</b></p> <p><b><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></b></p> <p><b><u><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></u></b></p>
Further information required/actions arising	None
Information/action requested from Tideway	<b>Arrange a home visit</b>

Item 9	Notes for the record
<b>Applicant Reference</b>	The Panel considered two emails from the claimants dated 5 and 8 August 2021.

<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p>The Panel considered photographic evidence from the claimant with respect to testing positive for Covid-19. The claimant has requested that, as they are unable to use the previously awarded respite until their self-isolation period ends, would it be possible to extend the award until September.</p> <p><b>The Panel recognise that testing positive was an unforeseen circumstance and therefore extends the award until the end of the 2<sup>nd</sup> week in September 2021 noting that the total number of weeks for which the claim is valid remains as per the previous decision.</b></p> <p><b><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></b></p> <p><b><u><a href="https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf">https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</a></u></b></p>
<b>Further information required/actions arising</b>	None
<b>Information/action requested from Tideway</b>	None

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

Signed

**Graham Parry**  
*Chair, Independent Compensation Panel*

Date 6 September 2021