



## MEETING MINUTES

<b>Subject:</b>	Kirtling Street and Heathwall Pumping Station Community Liaison Working Group
<b>Date and time:</b>	Monday 25 January 2021, 5.30pm - 7.30pm
<b>Location:</b>	Virtual – via Microsoft Teams
<b>Minute taker:</b>	Michael Slack
<b>Co-Chairs:</b>	Councillor Paula Walker and Councillor Maurice McLeod

Item	Topic
1	Welcome, apologies and minutes
2	Heathwall Pumping Station site update & environment update
3	Community feedback
4	Kirtling Street site update & environment update
5	Community feedback
6	Community relations update
7	Open Q&A

### Co-Chairs:

- Cllr Paula Walker (Cllr PW) - London Borough of Wandsworth
- Cllr Maurice McLeod (Cllr MM) - London Borough of Wandsworth

### Project staff:

- Noel Cooper (NC) - Tunnel Construction Manager, Tideway/FLO
- Iram Mirza (IM) – Site Environmental Lead, Tideway/FLO
- Michael Slack (MS) - Communications Lead, Tideway
- Alick Whitfield (AW) - Community Relations Manager, Tideway/FLO
- Caroline Brennan (CB) - Community Relations, Tideway/FLO
- Rob Cleary (RC) - Site Agent, Tideway/FLO
- Louise Walsh (LW) - Compensation and Mitigation Lead, Tideway
- Neil Anderson (NA) – Noise and Vibration Lead, Tideway/FLO

### Residents / Organisations:

10 residents and two London Borough of Wandsworth council officers – Jason Andrews (JA) and David Kennett (DK)

### Apologies:

- Dianne James (DJ) - London Borough of Wandsworth

	Item	Action
1.0	<b>Welcome, apologies and minutes</b>	

<p>1.1</p> <p>1.2</p> <p>1.3</p> <p>1.4</p> <p>1.5</p> <p>1.6</p> <p>1.7</p> <p>1.8</p> <p>1.9</p> <p>1.10</p> <p>1.11</p> <p>1.12</p> <p>1.13</p>	<p>Michael Slack (MS) asked if there were any objections to Tideway recording the meeting to help draft the minutes, the recording would be deleted once the first draft of the minutes has been distributed. A resident added that she would also record the meeting. No objections were raised.</p> <p>Cllr Paula Walker (Cllr PW) welcomed everyone and said the meeting would start by going through the open actions from the last meeting. Tideway had suggested reducing the number of meetings in the year as tunnelling has stopped and fewer complaints were received. A decision would be taken later in the meeting, but Cllr PW wanted to ensure there was a platform for residents to be heard.</p> <p>Cllr PW asked if there were any comments on the accuracy of the second draft of the October 2020 minutes. No comments were made.</p> <p>Cllr PW went through the actions from the October 2020 meeting.</p> <p><b>Action 1:</b> A resident said she was unclear what Tideway’s legal obligations are regarding continued monitoring of the jetty. MS offered to set up a call with the relevant Tideway teams to clarify. <b>Action 1</b></p> <p>Cllr PW said that regarding item 1.8 and 1.9, Jason Andrews (JA) had sent her the Environmental Statement (ES), the Site-Specific Construction Environmental Management Plan and noise monitoring locations.</p> <p>MS said that he would include the link to the website for the ES in the minutes for this meeting (<a href="#">click here</a>). MS said Environmental Management Plan was not in the public domain so Tideway would not be distributing this further and the noise monitor locations are included in the presentation slides.</p> <p>JA said that although he sent this email a while ago, he was under the impression that these were public documents. David Kennett (DK) said he also thought this was the case. MS said he would check and confirm. <b>Action 2</b></p> <p>A resident added that on the noise monitor locations, that it is very clear that Battersea Power Station’s monitors are where the works are taking place whereas Tideway’s are further away and not representative of the experience of the residents.</p> <p>Cllr PW asked whether the tunnelling work had now finished. Noel Cooper (NC) confirmed the tunnelling operations are complete. NC said that secondary lining works, including use of the batching plant, started before Christmas and these works are 24/7, however there have not been any concerns raised.</p> <p>NC said that Tideway need to decommission the Brooks Court area, and this will include concrete breaking however this would happen in core working hours. NC said they are looking at plans to remove the concrete L-blocks as the area has a future use, however these plans have not been finalised. There was some concrete breaking last week to allow the removal of part of the conveyor system.</p> <p>A resident said the breaking works are incredibly disruptive as they are taking place close to the residential blocks. NC said that some of the structure to be broken is fixed so cannot be moved into a different area and needs to be cut where it is.</p> <p>Cllr PW said that there has been a lot of work done to mitigate the impact of this project and asked whether NC can review the concrete breaking activity.</p>	<p></p> <p></p> <p></p> <p></p> <p>Tideway</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>Tideway</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p>
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<p>1.14</p> <p>1.15</p> <p>1.16</p> <p>1.17</p> <p>1.18</p> <p>1.19</p> <p>1.20</p> <p>1.21</p> <p>1.22</p> <p>1.23</p>	<p><b>Action 5:</b> A resident said that she had received an email from Alick Whitfield (AW) but it is related to an email from MS so the two points can be put together (with Action 1).</p> <p><b>Action 6:</b> AW confirmed that he had spoken to the Office Manager who confirmed that the lights in the office block are turned off at night if rooms are empty.</p> <p>A resident said the issue was hit-and-miss. AW would check in with the Office Manager again to ensure that the cleaners do turn off the lights and that blinds are drawn during their rounds at night. <b>Action 3</b></p> <p><b>Action 9:</b> MS said that Tideway had announced a 9-month delay to the entire project as a result of the coronavirus. Tideway will provide an update on the hand-back of the sites when appropriate. Tideway's current completion date is 2025 for the whole project.</p> <p>Cllr PW said that she understands there has been a decrease in complaints however clearly residents are still experiencing difficulties as shown by the concrete breaking the Friday before the meeting. MS confirmed the helpdesk is still available 24/7 (08000 30 80 80 / <a href="mailto:helpdesk@tideway.london">helpdesk@tideway.london</a>).</p> <p>MS said that the team will ensure that more notice is given prior to works starting.</p> <p>A resident said that the issue was Tideway not being considerate and that regardless of notice given by the project the work was still causing a disturbance. Another resident said that the concrete breaking does not seem an essential piece of work during lockdown.</p> <p>A resident commented in the meeting chat that the concrete breaking had also disturbed her. NC said he would look at where the breaking was happening. It is the same team as during tunnelling so will plan to do as much as they can to mitigate future activities. JA said DK and his team can look at best practice for this activity.</p> <p><b>Action 10:</b> A resident asked for the marine infrastructure removal to be added to the indicative programme shown in the presentation. AW confirmed that it was currently scheduled for summer 2022 and would ensure it is included in the programme slides going forward. <b>Action 4.</b></p> <p>A resident asked if the more detailed Oracle construction software programme can be shown with the dates as it's more accurate and up to date. MS said he would review the programme slides. A resident said that the more detailed programmes were issued in previous meetings. MS said he would go back and have a look at the previous slides and review whether a more detailed programme can be shared. <b>Action 5.</b></p> <p><b>Action 11:</b> Cllr PW said she had raised the car washing issue within Wandsworth Council. There had been no car washing issues reported in January. This will continue to be monitored by Wandsworth. Cllr PW provided the details of Adam Westwood, Parking Operations Officer who residents can contact to follow up on this – (<a href="mailto:adam.westwood@richmondandwandsworth.gov.uk">adam.westwood@richmondandwandsworth.gov.uk</a>, 0208 8871 8043).</p> <p>Cllr PW finalised the minutes.</p>	<p>Tideway</p> <p>Tideway</p> <p>Tideway</p>
<p>2.0</p>	<p><b>Heathwall Pumping Station Site update - presentation by Rob Cleary (RC)</b></p>	

<p>2.1</p> <p>2.2</p> <p>2.3</p> <p>2.4</p> <p>2.5</p> <p>2.6</p> <p>2.7</p> <p>2.8</p> <p>2.9</p>	<p>Rob Cleary (RC) presented an overview of the site showing the location of the two shafts, cofferdam and the site offices.</p> <p>RC gave an update on the progress in the shafts and tunnels:</p> <ul style="list-style-type: none"> <li>• Completed culvert and connection tunnel</li> <li>• Secondary lining of both tunnels also complete</li> <li>• Secondary lining and internal working progressing in both shafts.</li> <li>• First section of vortex installed in Heathwall Pumping Station (HPS) shaft).</li> <li>• Waterproofing work (night works) nearing completion.</li> <li>• Battersea Barge modification works completed and handed over to client. Tideway’s involvement now complete.</li> </ul> <p>RC presented a 3-month look ahead:</p> <ul style="list-style-type: none"> <li>• Secondary lining and internal works to continue in both shafts.</li> <li>• South West Storm Relief sewer modification works to be completed. These will be tidal, and shifts will vary. This work is to enable the future interception chamber works to be completed.</li> <li>• Working hours will be Monday to Friday 7am – 6pm. Early start to avoid peak transport times.</li> <li>• Saturday 7am – 1pm however can be 5pm if concrete pour needed. Night shifts Monday to Friday 7pm – 7am, although this will be ending soon.</li> </ul> <p>RC updated on the programme slide:</p> <ul style="list-style-type: none"> <li>• All civil works continuing through 2021, 2022 and most likely early-2023.</li> <li>• Landscaping, site reinstatement and Thames path connection from 2022 through 2023.</li> </ul> <p><b>Heathwall Pumping Station Environment Update – presentation by Iram Mirza (IM)</b></p> <p>Iram Mirza (IM) presented a slide on how the team were managing the site at Heathwall:</p> <ul style="list-style-type: none"> <li>• New crane being used in west compound which is more energy efficient and low in emissions</li> <li>• Stage V mini crane being used for access down the shaft.</li> <li>• Tower crane is now electric.</li> <li>• Ventilation has been removed as it is no longer needed.</li> <li>• Acoustic blankets are used when possible.</li> <li>• Road sweeper used Monday – Saturday.</li> </ul> <p>IM said that breaking works had started on site today and it seems to be going well so far. The team had been managing works on site very well.</p> <p>IM confirmed that there had been two air quality exceedances. These were not related to Tideway works.</p> <p>There were two noise exceedances in November when the team were doing shuttering works close to the monitor.</p>	
<p>3.0</p>	<p><b>Kirtling Street Site update – presentation by Noel Cooper (NC)</b></p>	

<p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.5</p> <p>3.6</p> <p>3.7</p> <p>3.8</p> <p>3.9</p> <p>3.10</p>	<p>NC confirmed that the second TBM, Ursula, broke through last year at Chambers Wharf. A video of the breakthrough was shown.</p> <p>NC gave an overview of the secondary lining works:</p> <ul style="list-style-type: none"> <li>• From Kirtling Street, the team are secondary lining the 12.6km of tunnels.</li> <li>• In the westbound tunnel, the team are working back towards Kirtling Street from Carnwath Road. They are also finishing off assembly of shutters for eastbound tunnel.</li> <li>• The secondary lining is wet concrete carried into position then cast in place.</li> </ul> <p>NC showed an overview of the site layout:</p> <ul style="list-style-type: none"> <li>• The conveyor system will be removed as it is no longer needed.</li> <li>• The crane near the segment delivery area has been removed and the segments have now been used.</li> <li>• The barge loading conveyor system is no longer needed.</li> <li>• Aggregate barge deliveries arrive at the cemex jetty. The barge deliveries are planned to stay on daytime shifts only.</li> <li>• Aggregate is transported to the concrete batching plant. The batching plant is used 24/7 for production of the concrete for the secondary lining.</li> </ul> <p>NC said that there are two 12.6m long shutters with a moving service gantry which allows the team to pump the concrete around the shutters to cast the secondary lining against the segment lining. The team are aiming to set a production rate of two concrete pours a day in the westbound tunnel.</p> <p>Once the services in the eastbound tunnel are stripped out a second secondary lining convoy will be launched with the supporting gantries. These will work back to Kirtling Street from Blackfriars.</p> <p>A resident asked how long it will take for the second shutters to be built and sent down the shaft. NC said the final shutter is in its nearly complete. It will have commissioning test and then be moved into the shed and lowered to the base of the shaft for many months.</p> <p>NC said almost 300m of tunnel had been cast with the secondary lining.</p> <p>NC presented the indicative programme slide:</p> <ul style="list-style-type: none"> <li>• Secondary lining of the tunnels will continue until mid-2022.</li> <li>• Secondary lining of the shaft will follow from mid-2022 till early-2023.</li> <li>• Site reinstatement and reinstatement of the houseboats is currently showing for early-2023.</li> </ul> <p>NC said that he doesn't personally have any involvement in the reinstatement of the houseboats as decommissioning is with another team. A resident said she understood FLO were putting back the piles for the houseboat infrastructure. AW confirmed that once he had a date for the piles to be reinstated, he would contact the residents concerned. <b>Action 6</b></p> <p><b>Kirtling Street Environment Update – presentation by Iram Mirza (IM)</b></p> <p>IM presented a slide on how the team are managing the site at Kirtling Street:</p> <ul style="list-style-type: none"> <li>• 1.7m tonnes of tunnelling material sent for beneficial reuse.</li> <li>• Acoustic cladding installed along secondary lining equipment.</li> <li>• Barge deliveries are restricted to day shifts.</li> </ul>	<p>Tideway</p>
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<p>3.11</p>	<ul style="list-style-type: none"> <li>• Secondary lining thickness reduced in design stage to save in carbon and reduce deliveries.</li> <li>• Stage 4 crane being used, less emissions.</li> <li>• Posters around site and briefings reminding team to be considerate neighbours.</li> </ul> <p>Positive environmental impact from the site:</p> <ul style="list-style-type: none"> <li>• Using barge for muck away and segment delivery.</li> <li>• 1.7m tonnes of spoil removed from the tunnels.</li> <li>• 1,300 barges removed the need for 94,000 lorries on the road.</li> </ul>	
<p>3.12</p>	<p>IM said that there had been no air quality exceedances from Kirtling Street. One noise exceedance in November which related to dry material moving through the conveyor system.</p>	
<p>3.13</p>	<p>IM said the environment team works with the site team to propose best practice. Going forward breaking work will mostly likely be using a saw cutter when possible and hopefully it will be possible to leave the concrete in bigger pieces.</p>	
<p>3.14</p>	<p>A resident asked how long it will take to dismantle the conveyor system and when will it start.</p>	
	<p>NC said discussions are ongoing with the manufacturer, the work will be days only and looking to complete this work over an extended period. NC said that he estimated that it would be at least the middle of this year, but planning is still ongoing. AW said the team will be writing to update the residents on timescales.</p>	
<p>3.15</p>	<p>IM presented the noise data for Kirtling Street and Heathwall Pumping Station.</p>	
<p><b>4.0</b></p>	<p><b>Monthly Average Noise Calculations – presentation by Neil Anderson (NA)</b></p>	
<p>4.1</p>	<p>NA said he had been asked to present how Tideway calculate the monthly average noise levels.</p>	
<p>4.2</p>	<p>NA explained the monthly average noise calculations are an assessment that had to be done and checked against an ES level. If these monthly noise levels are above a certain level, then people would be applicable for noise insulation or temporary rehousing (if noise insulation cannot be reasonably installed).</p>	
<p>4.3</p>	<p>NA showed a slide with a fictional example covering predicted daily noise levels over a month. A logarithmic average is taken from these levels.</p>	
	<p>NA said that the log average is always higher or equal to the arithmetic average. There is no requirement as to how this average is taken however FLO have taken the worst case which is the logarithmic average. The monthly average is then compared to third test Category Levels and if they are exceeded, noise insulation is offered. If noise insulation cannot be installed, then temporary rehousing is offered.</p>	
<p>4.4</p>	<p>A resident asked that the wording on the fourth slide is amended  <b>Post meeting note:</b> The slide has been updated and NA has further expanded the average logarithmic calculation example to avoid potential confusion on how this is derived.</p>	



<p>4.5</p> <p>4.6</p> <p>4.7</p> <p>4.8</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>For the Nine Elms Pier (NEP) and Tideway Docks houseboats the Category Levels are the same as the trigger levels for noise insulation for houseboats. For any other properties these are the Category C levels defined in the ES.</p> <p>NA said for the Nine Elms Pier (NEP) and Tideway Dock houseboats the Category Levels are the same as the NEP trigger levels set for noise insulation or temporary rehousing which are lower than for other properties. For any other properties these are the Category C levels are defined in the ES. May H said that her comment on the slide applied to residents on land as well as residents on houseboats.</p> <p>NA agreed that it is the case that temporary rehousing is offered if noise insulation cannot reasonably be installed and NA and MS agreed to update the slide and include in the minutes before distribution.</p> <p>NA said this monthly average calculation comes into effect even if the normal Noise Insulation/Temporary Rehousing levels have not been exceeded. If that one monthly level exceeds then noise insulation is offered to the properties.</p> <p>Across the project, we haven't had any exceedances of the monthly average noise level apart from when properties already qualified for Noise Insulation/Temporary rehousing</p> <p>NA confirmed that monthly averages are presented in all S61 applications and authorised by the local authority. Only NEP Houseboats and Tideway docks have exceeded monthly levels in Kirtling Street and Heathwall Pumping Station.</p> <p>A resident asked whether the Non-Statutory (NOSCOMP) policy be updated in line with the DCO. This point relates to Action 3 in the October 2020 minutes. MS said that the ICP were reviewing this request, when an update is available it will be provided.</p> <p>Louise Walsh (LW) said that the ICP have confirmed that while the review is going ahead no claim decision will be impacted as the ICP are aware of any relevant documents and amendments. Any changes, additions or amendments to the NOSCOMP would have to go via all the local authorities. The ICP are an independent body and do not report to Tideway, they have been busy trying to be flexible in helping residents in the current situation.</p> <p>A resident commented that when the Non-Statutory (NOSCOMP) policy is updated there is nowhere showing where the revisions are. She said that Wandsworth Council had not been circulating the document to residents when amendments are proposed, and it is either the environment or planning department that need to engage with residents for comment.</p> <p>DK said that Dianne James (DJ) from the planning team might be able to answer but unfortunately DJ was unable to attend the meeting. JA and DK to follow up with Dianne. <b>Action 8</b></p> <p>A resident noted that the first amendment was a change of role of the independent advisor and residents were not consulted. The second amendment was related to the definition and role of the ICC. The resident was concerned residents were being excluded from the consultation. May H thought is would</p>	<p>Tideway</p> <p>Wandsworth Council</p>
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	<p>be helpful to include the public rather than just the ICP and the council agreeing amendments.</p> <p>4.15 JA stated that measurements of noise levels and what people hear are different. Noise levels are the framework in which it is recorded and other noises that people hear are down to best practice.</p> <p>4.16 DK said that Wandsworth will continue to work with Tideway on ensuring best practice is used. JA said if Wandsworth could get early sight of issues then they could act more rapidly.</p> <p>4.17 NA said that during site set up, he went to a flat in Riverlight 6 and it was clear that the flat did not have assisted ventilation as assumed in the ES. Since then all the project's noise assessments considered that Riverlight 6 did not have the mechanical ventilation or enhanced glazing.</p> <p>A resident said that residents cannot be expected to keep windows closed all the time and they were frustrated that the noise data was not being picked up in the right way.</p> <p>NA said that noise levels are calculated to all the properties using the monitors. NA said that the project had monitored on a balcony overlooking the site and the data showed that noise was below the set levels. The project had offered to do further monitoring in the building.</p> <p>A resident said that she had taken the offer of noise monitoring in her flat, but the microphone was broken. NA confirmed that the monitoring in the resident's flat was undertaken by the local authority, not Tideway. The resident said she had offered to host a monitor from either Tideway or the Council.</p> <p>DK confirmed that Wandsworth had undertaken monitoring inside properties, separate to Tideway's monitoring on balconies. Wandsworth's monitoring in a number of properties was to get an idea of the impact on people.</p> <p>JA said that the offer of monitoring is still there for residents. From a fixed point you can calculate the impact of buildings, but it will still come back to what people perceive and what noise levels are acceptable and the two are not always compatible.</p> <p><b>Compensation and Mitigation - presentation by Louise Walsh (LW)</b></p> <ul style="list-style-type: none"> <li>• If anybody wishes to make a claim if they are affected by Tideway's work, they can get advice from the following:</li> <li>• Independent Advisory Service (IAS) Helpline for independent advice - <b>0800 917 8845 / <a href="mailto:info@tidewayias.co.uk">info@tidewayias.co.uk</a></b></li> <li>• LW, Tideway's Compensation &amp; Mitigation Lead for personal assistance and advice - via the Tideway Helpdesk <b>08000 30 80 80</b> or <b><a href="mailto:helpdesk@tideway.london">helpdesk@tideway.london</a></b> or direct <b>07971 077165 / <a href="mailto:louise.walsh@tideway.london">louise.walsh@tideway.london</a></b></li> <li>• To submit a claim:             <ul style="list-style-type: none"> <li>○ LW can submit this for you to the Independent Compensation Panel (ICP) on your behalf</li> <li>○ You can submit your claim direct to the ICP - <b><a href="mailto:admin@tidewayicp.london">admin@tidewayicp.london</a></b></li> </ul> </li> </ul>	
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	<ul style="list-style-type: none"> <li>The IAS can send you a claim form, or you can download a form from the Tideway website, or click <a href="#">here</a> (then click on 'contact the ICP team', then click on 'ICP claim form')</li> </ul>	
<b>5.0</b>	<b>Community Relations – presentation by Alick Whitfield (AW) and Caroline Brennan (CB)</b>	
5.1	Alick Whitfield (AW) said that there was a combined total of 14 complaints and 12 enquiries since the last meeting across Kirtling Street and Heathwall. There were no complaints in December and a couple in January regarding the concrete breaking works.	
5.2	AW said that the project is doing a lot of work to ensure good operative behaviour around site and outside Sainsburys. Caroline Brennan (CB) gave an update on the project's donation to St George's Primary School before Christmas.	
5.3	CB said that if there are any other community projects that Tideway can support with, please let her know.	
<b>6.0</b>	<b>Open Q&amp;A</b>	
6.1	A resident asked what mitigation measures in place at Heathwall to prevent flooding onto site and into the shafts.  RC said that there were a few measures including flood defence levels being higher than predicted against the next 100 years. Cofferdam levels and shafts built to a certain level. Further measures inside the shaft including not breaking through between the shafts and the main tunnel. Also, there is a "giant inflatable sausage" on site which can be deployed to add another flood defence to protect the site.	
6.2	Cllr PW said meetings should continue at the same frequency. Cllr PW assured people that Wandsworth would continue to work with Tideway to ensure best practice.  Cllr PW thanked everyone for attending and closed the meeting.	

**Actions Register:**

Meeting Date	Item	Action	Responsibility	Status
25/01/2021	1.5	<b>Action 1:</b> Tideway to set up call with a resident and the Tideway Property and Legal teams regarding monitoring of the jetty.	Tideway	Closed – Meeting organised
25/01/2021	1.8	<b>Action 2:</b> Tideway to confirm whether the Site-Specific Construction Environmental Management Plan is in the public domain and whether it can be shared.	Tideway	Open
25/01/2021	1.16	<b>Action 3:</b> AW to report back to the Office Manager that the lights	Tideway	Open

		were still an issue and to ensure the blinds are kept closed.		
25/01/2021	1.21	<b>Action 4:</b> Tideway to ensure the removal of the marine infrastructure will be added to future programme slides.	Tideway	Open
25/01/2021	1.22	<b>Action 5:</b> Tideway to review whether the detailed oracle programme can be shown at future CLWGs.	Tideway	Closed – Tideway will provide a more detailed programme at future CLWGs; however, it will not be the oracle programme.
25/01/2021	3.8	<b>Action 6:</b> Tideway to update a resident on when the piles for the houseboats would be reinstated.	Tideway	Open
25/01/2021	4.10	<b>Action 7:</b> Tideway to report back on whether the Non-Statutory Policy would be updated	Tideway	Open
25/01/2021	4.13	<b>Action 8:</b> DK and JA to follow up with DJ about whether residents would be consulted if the Non-Stat Policy is updated.	Wandsworth Council	Open