

INDEPENDENT COMPENSATION PANEL

MEETING #233 MINUTES

Purpose:	To determine medical, special cases and compensation claims.
Date and time:	Tuesday 25 July 2023 – 1000hrs to 1200hrs (medical & special claims)
Location:	Video Conference
Panel Members:	Graham Parry (Chair) Aurelia Richards (Medical) Phil Evans (Noise)
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-739241

Site visit	The ICP consisting of the Chair and the Noise & Vibration Specialist carried out a home visit to Kirtling Street to further understand the extent to which the claimants have been affected by the Kirtling Street site. The claim is dealt with in these Minutes.
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Item1	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-739128
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p><i>This award was communicated to the Claimant in advance of the meeting, on Monday 17 June 2023, and the decision hereby ratified by all Panel members.</i></p> <p>The Panel is aware of the personal circumstances of the claimant and has had the opportunity of reviewing videos for the activities in the area.</p> <p>The site update of the 21st of July was taken into consideration and some noisy works are still likely to occur at times but not outside daytime hours.</p> <p>The Panel has determined to extend the existing respite award for each family member, at the standard rate, until the end of September 2023.</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 the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-739223
Relevant Tideway site	Acton Storm Tanks
Decision	AWARDED
Details of the award	<p>This is the claimant's first claim although he states that TT is aware of his concerns. His health issues have been communicated to the Panel.</p> <p>He reports, via the ICP Administrator (IA), that: during the day, the noise and the vibrations are shaking his house and it feels like it is constantly moving. Every room in his house has cracked ceilings. He reports that his house has a variety of cracks in the walls. IA explained that Tideway would need to inspect this, and that it is not for the ICP to comment on this issue at this time. He said Tideway is aware of this.</p> <p>He reports that the worst room for the vibrations is the bedroom. The plant starts up and the bed dances around the bedroom. He performed his own test and in a period of one week – the bed had drifted 6 inches across the bedroom floor.</p> <p>It is very noisy and he cannot use his garden as it is literally across the fence from the site. When in the garden, and the noise is lower, he puts a radio on to help kill the noise but sitting indoors at 1pm he can't hear the news on the TV unless it is 3 times the normal volume.</p> <p>A new phase of work has now started with the use of a mechanical shovel and a pecker (which is a pneumatic drill). It breaks up the concrete and when that is in operation there is a constant thumping noise and every time it thumps, he feels the vibrations. Because of his illness he sometimes goes to bed very late (0400 hrs) so when the site starts work at 0800 hrs he is still in bed asleep and is frequently disturbed.</p> <p>He reports that for security reasons he is very nervous about respite and leaving his home unattended.</p> <p>Site information received on Monday 24th July was taken into consideration.</p> <p>The Panel has only had a limited number of claims in respect of this site, although it is noted that the claimant's property is the closest to the works.</p> <p>The Panel has considered all of the information available to it and has determined to take a precautionary approach in respect of this claim. The Panel therefore makes an award of one set of noise cancelling headphones at a cost of up to £100/set and one day of respite a week at the standard rate plus the additional</p>

	<p>cost of a return taxi fare once a week locally if required. The respite award is until the end of September 2023.</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 the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-739220
Relevant Tideway site	Carnwath Road
Decision	Awarded
Details of the award	<p><i>This award was communicated to the Claimant in advance of the meeting, on 19 July 2023, and the decision hereby ratified by all Panel members.</i></p> <p>After a telephone conversation between the claimant and the ICP Administrator, the Panel was asked to review the summary of that conversation on an urgent basis on 18 July 2023.</p> <p>The Panel is fully aware of the claimant’s medical condition and personal circumstances.</p> <p>The Panel determined to increase the existing respite award until the end of August 2023.</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 the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-739223
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimant has some significant health issues which are well documented and include some surgery. He states that he is disturbed by noise from the site and has experienced sleepless days and nights because of the works being carried out including</p>

	<p>deliveries to the site. He states that this is having a negative effect on his physical and mental health.</p> <p>The site update of the 21st of July was taken into consideration.</p> <p>The claimant has not indicated what form of mitigation he is seeking; however, the Panel has determined that, in line with similar claims, it makes an award of one day of respite a week until the end of September 2023 at the standard rate for 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 5	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-739221
Relevant Tideway site	Kirtling Street
Decision	AWARDED
Details of the award	<p>The Panel is aware of the personal circumstances of the claimant and family and has previously carried out a home visit to the property.</p> <p>The site update of the 27th of June 2023 has been taken into consideration.</p> <p>We are also aware from recent site visits that there are occasional noisy events from the site but that these vary by day.</p> <p>Based on the above information and in part informed by a recent visit to the building, the Panel extends the existing award for all family members until the end of September 2023. The respite award is at the standard rate.</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 6	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ 739234
Relevant Tideway site	Carnwath Road

Decision	AWARDED
Details of the award	<p>At the ICP meeting # 230 of Tuesday 13 June 2023, the claimant was given an award, however has not been able to take advantage of this respite due to various hospital appointments and being unwell. She is consequently requesting a time extension of the award.</p> <p>The Panel is fully aware of the personal circumstances of the claimant and the various works that are on-going at the site.</p> <p>The Panel has therefore determined to extend the existing respite break award until the end of September 2023.</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 7	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-739136
Relevant Tideway site	Kirtling Street
Decision	AWARDED
Details of the award	<p>The Panel Chair and Noise & Vibration Specialist undertook a home visit on 14th July 2023 and were able to observe the extent to which noise affected the property and also dust on the windows etc.</p> <p>The site update of the 27th June 2023 was taken into consideration</p> <p>We are also aware from recent site visits that there are occasional noisy events from the site but that these vary by day.</p> <p>The Panel considered the extent to which the claimants had been affected by noise and also the extent of dust soiling on the windows and within the winter garden area. Whilst the Panel consider that it is unlikely that dust from the present site operations would impact upon the property, it is aware of noise disturbance which would have been previously experienced by the claimants, who both work from home at times, and the planned works at the site for the near future.</p> <p>The Panel makes an award of two days respite a week/person until the end of September 2023. The respite award is at the standard rate and the award may alternatively be aggregated together for cleaning costs if the claimants so wish.</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
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Item 8	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-739235
Relevant Tideway site	Carnwath Road
Decision	AWARDED
Details of the award	<p>The claimants' apartment has double height floor to ceiling windows, which results in overheating. With the constant noise from equipment bleeping and drilling etc., and dust from the site, they state that they are unable to open the windows to allow air circulation thus the flat gets very hot even on the mildest sunny day.</p> <p>The claimants both work mainly from home and he claims the situation has become intolerable now that the acoustic shed has been removed. Apparently, they struggle making phone and video calls, necessary for their business, because of the noise.</p> <p>The claimant's health issues have been communicated to the Panel and considered by the Medical Specialist. The claimant states that the dusty air from the site is a daily health hazard.</p> <p>The claimant has suggested two solutions: <i>to have an air-conditioning unit filled with an exhaust pipe through a hole in the ceiling to their roof; or to fit a skylight which can be opened to release the build-up of hot air in the apartment.</i></p> <p>The Panel has considered this claim very carefully and recognises the issues that the claimant now faces and therefore makes an award of 2 No. portable air conditioning. Additionally, the Panel make an award towards electricity costs for one year.</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

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

Signed

Date 28 September 2023

Graham Parry
Chair, Independent Compensation Panel