

INDEPENDENT COMPENSATION PANEL

MEETING #258 MINUTES

Purpose:	To determine medical and special case claims
Date and time:	Tuesday 11 June 2024 – 0930hrs to 1230hrs
Location:	Video Conference
Panel Members:	Graham Parry (Chair) Stephen Stansfeld (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-740308

Item1	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740214
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The property is outside the fast-track designated area.</p> <p>The claimant states that they have suffered for the past 5 years with lots of noise and dust, and that they can't take the noise from the cofferdam removal and the claimant's son works nights and needs to sleep during the day.</p> <p>Various supporting evidence has been requested but only two photos of the views from the property are provided, i.e. there is no medical evidence and no employer confirmation.</p> <p>They are claiming for:</p> <ul style="list-style-type: none"> • 2 days' respite away from the property for the claimant and her son during the noisy works. <p>The ICP is aware of the ongoing, significant works at the CHAWF site and that a fast-track claim procedure has been put in place. The site updates clearly show very significant activity with cofferdam removal et al.</p> <p>From the above and previous information and discussions, it is clear that significant works are ongoing and will be for some time. The Panel has therefore determined to make an award of 2 days respite/person/ week at the standard rate until the end of September 2024.</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 engage with the claimant with respect to potentially providing advance payments.

Item 2	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740213
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimants’ working from home situation is well understood and previously documented. At ICP meeting # 244 on the 17th of November 2023, the following was awarded:</p> <p><i>The Panel has determined that the existing award, which is presently being managed by Tideway Mitigation, should be extended to the end of July 2024.</i></p> <p>The claimant has now come back to the ICP stating</p> <p><i>... I’m very concerned that when my term for compensation comes to an end in July 2024, that I’ll need to move my studio back home and will then need to deal with the noise issues again.</i></p> <p><i>Most simply, I would like to apply for an extension for the term of compensation so there’s no disruption to my work. I would like respite to run up to Spring 2025, or at least when you think there will be no more noise disruption.</i></p> <p>The Panel is entirely aware of the forward programme of construction works at the CHAWF site and extends the existing studio access award until April 2025.</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-740204
Relevant Tideway site	Chambers Wharf

Decision	PART AWARDED
Details of the award	<p>The claimant provided detailed information in respect of the family and how site activities were affecting them. Additionally, they provided a request for a number of mitigation requirements.</p> <p>The Panel has considered the claim very carefully in respect of the on-going construction programme and the impacts as experienced at the claimant's property. The Panel makes an award of 3 No. noise cancelling headphones. Additionally, the Panel makes an award of 1 day of noise respite/week/person at the standard rate.</p> <p>With respect to the additional costs of running the air conditioning, the Panel makes an award in respect of air conditioning running costs.</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-740206
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimant is claiming:</p> <ul style="list-style-type: none"> • Compensation • Air purifier • Respite from the property • A choice of paid activities so the children are not constantly breathing in the polluted air from the site. <p>The Panel is fully aware of the forward programme of works on the site; however, the Panel considers that noise impacts are very much less at this property than for those occupiers of properties with a direct view towards the construction site. Accordingly, the Panel makes an award of 1 day of respite a week for all family members at the standard rate until the end of September 2024.</p> <p>The Panel has considered the request for an air purifier; however, based on various site visits in the area and the monthly air quality monitoring reports, the Panel does not consider that air quality or dust is an issue particularly for west facing properties. Accordingly, no further award is made.</p> <p>With respect to the presence of rats in the building, this issue is for the owners of the building to resolve.</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-740207 Plus 2 videos
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
Details of the award	<p>The claimant is claiming:</p> <ul style="list-style-type: none"> <i>We request the provision of air conditioning units and noise-cancelling headphones</i> <i>Opportunities to work away from home.</i> <p>The site update of the 24th of May 2024 (the most recent) was taken into consideration.</p> <p>The Panel notes that, whilst this apartment faces away from the CHAWF site and hence should not be subject to significant noise levels, the two videos do confirm very audible construction noise.</p> <p>The Panel has determined to make an award of access to alternative office accommodation for 4 days a week until September 2024 with the rate to be agreed with the Tideway Mitigation Team.</p> <p>The Panel also makes an award of one portable air conditioning unit to a maximum cost of £500.</p> <p>With respect to the request for noise cancelling headphones, this is not awarded.</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-740195
Relevant Tideway site	Chambers Wharf

Decision	PART AWARDED
<p>Details of the award</p>	<p><i>Note: MC provided award for fast-track respite on 28 May 2024, believing that she was eligible – this is an error as she is a new claimant.</i></p> <p>This claimant is claiming:</p> <ul style="list-style-type: none"> • <i>Help towards cost of renting an office space/ desk in an office.</i> • <i>Children to have peace and enjoyment on the weekends.</i> <p>The site update of the 24th of May 2024 (the most recent) was taken into consideration.</p> <p>The Panel has considered this claim very carefully, noting that the fast-track respite award has already been made. The present respite award includes opportunities to be away from home at weekends and therefore no further award is made in that respect.</p> <p>The Panel has determined to make an award of access to alternative office space until the end of September 2024 for two days a week.</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>

Item 7	Notes for the record
<p>Applicant Reference</p>	<p>The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740196</p>
<p>Relevant Tideway site</p>	<p>Chambers Wharf</p>
<p>Decision</p>	<p>PART AWARDED</p>
<p>Details of the award</p>	<p>The claimant’s family situation and health issues are well understood and fully documented by the Medical Specialist.</p> <p>The Panel is fully aware of the on-going construction works at the site.</p> <p>At ICP meeting # 251 held on the 7th of February 2024, the claimant was awarded the following:</p> <p><i>The Panel makes an award of one day respite/week for each family member usually resident at the property commencing January 2024 until the end of February 2024. The award is at the standard rate.</i></p> <p>Subsequent to that award, the fast-track award has now been made to the claimant and her family. However, she has now come back to the Panel.</p>

	<p>The Panel has considered this claim very carefully and is fully aware of the medical issues related to some of the family members. However, the Panel is of the view that the fast-track award provides a reasonable level of respite for all family members including during school holidays and, therefore, no further award is made in that respect.</p> <p>With respect to the request for replacement noise cancelling headphones, an award of 3 No. sets is made.</p> <p><u>All awards are subject to Tideway’s Guidelines for Implementation of ICP decisions.</u></p> <p>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 8	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740216
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	<p>The claimant’s family and their personal circumstances and health issues are well known to the Panel. They have historically had various claims for respite and other mitigation allowed.</p> <p>At ICP meeting # 251 held on the 7th of February 2024, the claimant was awarded the following:</p> <p><i>The Panel makes an award of one day respite/week for each family member usually resident at the property commencing January 2024 until the end of February 2024. The award is at the standard rate.</i></p> <p>Subsequent to that award, the claimant is now requesting an amendment to that award.</p> <p>The Panel has considered this claim very carefully and is fully aware of the circumstances related to the family. However, the Panel is of the view that the fast-track award provides a reasonable level of respite for all family members including during school holidays and therefore no further award is made in that respect.</p> <p><u>All awards are subject to Tideway’s Guidelines for Implementation of ICP decisions.</u></p> <p>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 9	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740197
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The claimant is requesting: - 2 days' respite away from the property per person each week.</p> <p>The site update of the 24th of May 2024 (the most recent) was taken into account.</p> <p>The Panel has considered this claim very carefully noting that the property has limited views of site activities. The Panel has determined to make an award of one day of respite a week for all family members usually resident at the property at the standard rate until the end of September 2024. For the avoidance of doubt, no award is made in respect of family members not normally resident at the claimant's property.</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 determine whether advance payments can be made.

Item 10	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740198
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
Details of the award	<p>These claimants are requesting a number of mitigation requirements.</p> <p>The site update of the 24th of May 2024 (the most recent) was taken into consideration.</p> <p>No video or other evidence is provided and the flat only has limited views of the cofferdam due to the presence of another building which would provide a high degree of screening for much of the works associated with the cofferdam removal.</p> <p>The Panel has considered this claim very carefully taking into account the circumstances of the claimants and the location of their property in relation to the construction site. The Panel has determined to make an award of two days respite a week at the standard rate until the end of September 2024.</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 11	Notes for the record
Applicant Reference	<p>2350-TDWAY-TTTUN-990-ZZ-ZZ-740186 (previous pack)</p> <p>2350-TDWAY-TTTUN-990-ZZ-ZZ-740208</p> <p>plus 4 new videos – sent via Sharepoint doc transfer</p>
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 of July 2023 and were able to observe the extent to which noise affected the property at that time and also dust on the windows etc.</p> <p>At ICP meeting # 257, following a recent claim, and having considered that claim, the ICP determined as follows:</p> <p><i>The Panel has considered this claim very carefully with respect to the level of site activity and the potential for significant noise effects to occur at the claimants’ property; however, on the basis of the evidence available to the Panel, no award is made.</i></p> <p>However, the claimants have appealed that decision directly to the ICP.</p> <p>The Chair of the ICP, as an urgent request for another claimant, visited the premises on the 4th of June 2024. When the Chair visited, the breaking out noise was incessant and very disturbing. Whilst the site stated that they would complete the breaking out works on the 5th of June 2024, it seems to the Panel that the southern part of the site may well be active soon.</p> <p>The Panel has considered the claim very carefully and has determined to make an award of 2 days respite a week for both the claimant and his partner until the end of July 2024 at the standard rate.</p> <p>With respect to air conditioning costs, the Panel makes an award 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
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Item 12	Notes for the record
Applicant Reference	The Panel considered the information contained in an email dated 13 June from the claimant's son
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	<p>ICP Admin heard via email from Tideway Mitigation that the claimant's son felt that 2 days respite is not enough. ICP Admin wrote to the claimant's son on 3rd of June 2024 to request more information on why the 2 days is not considered adequate - no response has been received to ICP Admin's email.</p> <p>At ICP meeting # 257 held on the 28th of May 2024, the following was awarded albeit that, at that time, 4 days respite was requested:</p> <p><i>The Panel has carefully considered all of the information available and has determined to make an award of two days respite a week until the end of September 2024 at the standard rate. It was the Panel's consideration that the circumstances of the claimants did not warrant the request for four days respite a week.</i></p> <p>The claimant has apparently come back to the ICP requesting additional respite days, but no further information has been forthcoming to support the claim.</p> <p>The Panel is fully aware of the on-going works at the construction site and note that the site hoarding provides a significant level of noise mitigation.</p> <p>The Panel has not received any compelling information that leads it to consider that the earlier award should be amended in any way and therefore the request for additional mitigation is not awarded.</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

CHAMBERS WHARF FAST-TRACK AWARDS TO BE RATIFIED

Item 13	Notes for the record
Applicant Reference	n/a – Fast-Track Award
Relevant Tideway site	Chambers Wharf
Decision	AWARDED

<p>Details of the award</p>	<p>The Panel has determined that Tideway may implement this award without the need for a separate meeting of the ICP. The claimant has therefore been made an award as follows:</p> <ol style="list-style-type: none"> 1. For each adult who is normally resident in the property: 2 days respite/ week at the standard rate. 2. For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate. 3. For each child who would normally attend school during the term time week: 1 day of respite per week to be taken at the weekend. 4. During school holidays, for each child who would normally attend school, 2 days respite per week at the standard rate. <p>This respite award will run from the date of receipt of this email until the end of September 2024.</p> <p>Should the resident not consider the award mitigates the effects of the construction site, an alternative claim for mitigation can be made to the Panel for consideration.</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>

Item 14	Notes for the record
<p>Applicant Reference</p>	<p>n/a – Fast-Track Award</p>
<p>Relevant Tideway site</p>	<p>Chambers Wharf</p>
<p>Decision</p>	<p>AWARDED</p>
<p>Details of the award</p>	<p>The Panel has determined that Tideway may implement this award without the need for a separate meeting of the ICP. The claimant has therefore been awarded the following for her family:</p> <ol style="list-style-type: none"> 1. For each adult who is normally resident in the property: 2 days respite/ week at the standard rate. 2. For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate. 3. For each child who would normally attend school during the term time week: 1 day of respite per week to be taken at the weekend. 4. During school holidays, for each child who would normally attend school, 2 days respite per week at the standard rate. <p>This respite award will run from the date of receipt of this email until the end of September 2024.</p> <p>Should the resident not consider the award mitigates the effects of the construction site, an alternative claim for mitigation can be made to the Panel for consideration.</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 15	Notes for the record
Applicant Reference	n/a Fast-Track Award
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The Panel has determined that Tideway may implement this award without the need for a separate meeting of the ICP. The claimant has therefore been awarded the following for her family:</p> <ol style="list-style-type: none"> 1. For each adult who is normally resident in the property: 2 days respite/ week at the standard rate. 2. For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate. 3. For each child who would normally attend school during the term time week: 1 day of respite per week to be taken at the weekend. 4. During school holidays, for each child who would normally attend school, 2 days respite per week at the standard rate. <p>This respite award will run from the date of receipt of this email until the end of September 2024.</p> <p>Should the resident not consider the award mitigates the effects of the construction site, an alternative claim for mitigation can be made to the Panel for consideration.</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 16	Notes for the record
Applicant Reference	n/a Fast-Track Award
Relevant Tideway site	Chambers Wharf
Decision	AWARDED

<p>Details of the award</p>	<p>The Panel has determined that Tideway may implement this award without the need for a separate meeting of the ICP. The claimant has therefore been awarded 2 days respite/ week at the standard rate.</p> <p>This respite award will run from the date of receipt of this email until the end of September 2024.</p> <p>Should the resident not consider the award mitigates the effects of the construction site, an alternative claim for mitigation can be made to the Panel for consideration.</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>

<p>Item 17</p>	<p>Notes for the record</p>
<p>Applicant Reference</p>	<p>n/a Fast-Track Award</p>
<p>Relevant Tideway site</p>	<p>Chambers Wharf</p>
<p>Decision</p>	<p>AWARDED</p>
<p>Details of the award</p>	<p>The Panel has determined that Tideway may implement this award without the need for a separate meeting of the ICP. The claimant has therefore been awarded 2 days respite for herself and her son as follows:</p> <ol style="list-style-type: none"> 1. For each adult who is normally resident in the property: 2 days respite/ week at the standard rate. 2. For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate. 3. For each child who would normally attend school during the term time week: 1 day of respite per week to be taken at the weekend. 4. During school holidays, for each child who would normally attend school, 2 days respite per week at the standard rate. <p>This respite award will run from the date of receipt of this email until the end of September 2024.</p> <p>Should the resident not consider the award mitigates the effects of the construction site, an alternative claim for mitigation can be made to the Panel for consideration.</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>

Information/action requested from Tideway	None
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I confirm that these minutes are an accurate record of the proceedings of the meeting.

Signed *Graham A Parry*

Date 10 July 2024

Graham Parry
Chair, Independent Compensation Panel