

INDEPENDENT COMPENSATION PANEL

MEETING #277 MINUTES

Purpose:	To determine medical, special cases and compensation claims.
Date and time:	Tuesday 11 March 2025 – 1000hrs to 1200hrs
Location:	Video Conference
Panel Members:	Graham Parry (Chair) Stephen Stansfeld (Medical) Phil Evans (Noise) Chris Kench & Richard Pugh (Compensation)
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-740770

Item 1	Notes for the record
Applicant Reference	N/A
Relevant Tideway site	Carnwath Road
Decision	DEFERRED
Details of the award	Decision deferred as awaiting claim form. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions-feb-2020.pdf
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-740777
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED

Details of the award	<p>This claimant and his wife live on a houseboat.</p> <p>He is claiming:</p> <p><i>I was not made aware of this compensation until this week and would like to apply for this to be backdated to June 2023. I heard that there was a £30/week per person compensation plan?</i></p> <p><i>Due to the recent noise through my hull. My wife and I have decided to go away for a while to rest and get away from the noise. He has supplied a receipt for an EasyJet payment.</i></p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The programme for these works, updated from the CHAMBERS WHARF–COMMUNITY LIAISON WORKING GROUP meeting - Tuesday 11 February 2025 was taken into consideration:</p> <p>In addition, the Tideway Talk programme update of the 7th of March was also taken into consideration</p> <p>The Panel recently carried out a site visit to the moorings and is aware of the location of the houseboats with respect to the construction site works. Based on all of the information available to the Panel which includes various other photographs and videos, the Panel has determined to make an award of two days respite a week for the claimant and his wife at the standard cost until the end of July 2025 or whenever the significant noisy activities cease whichever is the sooner.</p> <p>It should be noted that the Panel does not make retrospective awards other than in very exceptional circumstances. Accordingly, there is no backdating of this award, and the costs of the holiday are also not awarded.</p> <p>Claimants are reminded to read the guidance information below.</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-740771
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED

<p>Details of the award</p>	<p>This claimant is claiming:</p> <p><i>I feel that financial compensation would be the most appropriate mitigation for my situation, as the prolonged construction noise has significantly disrupted my ability to conduct my research from home. Due to the continuous distractions, my productivity has suffered, and I have experienced increased stress. Additionally, funding for noise-cancelling equipment or access to a quiet coworking space would be extremely helpful in allowing me to continue my work effectively.</i></p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The programme for these works, updated from the CHAMBERS WHARF–COMMUNITY LIAISON WORKING GROUP meeting - Tuesday 11 February 2025 was taken into consideration</p> <p>In addition to the above, the Tideway Talk programme update of the 7th of March was also taken into consideration.</p> <p>The Panel recently carried out a site visit to the moorings and is aware of the location of the houseboats with respect to the construction site works. Based on all of the information available to the Panel which includes various other photographs and videos, the Panel has determined to make an award of two days respite a week for the claimant at the standard cost until the end of July 2025 or whenever the significant noisy activities cease whichever is the sooner.</p> <p>Additionally, an award is made of the costs of noise cancelling headphones up to a maximum cost of £100.</p> <p>The Panel would hope that the above award will mean that the claimant does not need access to an alternative office location; however, if that is not the case, then the claimant may revert back to the Panel with their proposals for our consideration.</p> <p>Claimants are reminded to read the guidance information below.</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 4	Notes for the record
<p>Applicant Reference</p>	<p>The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740772</p>
<p>Relevant Tideway site</p>	<p>Chambers Wharf</p>

Decision	AWARDED
Details of the award	<p>This claimant has 5 children who are being affected and works night shifts.</p> <p>From ICP Decision (extract from Minutes #261) 29 July 2024, the following was awarded:</p> <p><i>The Panel has considered this case very carefully with respect to the working requirements of the claimant and makes an award of access to overnight accommodation for 3 nights a week until the end of September 2024.</i></p> <p><i>The claimant will need to agree with the Tideway Mitigation Team the necessary arrangements.</i></p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The programme for these works, updated from the CHAMBERS WHARF–COMMUNITY LIAISON WORKING GROUP meeting - Tuesday 11 February 2025 has been taken into consideration.</p> <p>In addition to the above, the Tideway Talk programme update of the 7th of March has also been taken into consideration.</p> <p>The Panel has considered this claim very carefully recognising the location of the claimant's property in relation to the on-going works at the site. The Panel has determined to make an award of two days respite a week at the standard cost. The award is in respect of all family members normally resident full-time at the property and is until the end of July 2025 or whenever the significant noisy activities cease whichever is the sooner.</p> <p>Claimants are reminded to read the guidance information below.</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-740776
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	This claimant lives on a houseboat and her work rota shows mixed working of some night shifts and some day shifts.

	<p>She is claiming:</p> <p><i>I have been forced to stay at other places sometimes when I am working night shifts and the works have been particularly loud. This means I have to travel long distances and pay for travel to other accommodation elsewhere in London. I would be grateful for some remuneration for this time and expense that I have to do regularly.</i></p> <p><i>I would also like to purchase some noise cancelling headphones that I can sleep with.</i></p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The programme for these works is now as follows, updated from the CHAMBERS WHARF–COMMUNITY LIAISON WORKING GROUP meeting - Tuesday 11 February 2025 has been taken into consideration</p> <p>In addition to the above, the Tideway Talk programme update of the 7th of March has also been taken into consideration.</p> <p>The Panel recently carried out a site visit to the moorings and is aware of the location of the houseboats with respect to the construction site works. The Panel has considered this claim very carefully particularly with respect to the claimant's occupation. The Panel has determined to make an award of two days respite a week at the standard cost until the end of July 2025 or whenever significantly noisy works cease whichever is the sooner.</p> <p>Additionally, the Panel make an award of £100 towards the cost of sleepbuds, and an award of up to two nights a week access to overnight accommodation until the end of July 2025.</p> <p>Claimants are reminded to read the guidance information below.</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-740775
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	This claimant lives on a houseboat. She states:

	<p><i>The ongoing noise from the construction site has significantly disrupted our daily life for the past few years, working from home and being unable to concentrate, as well as construction work at the weekends meaning we have been unable to properly rest and relax or have friends and family over because it's so unpleasant. I now mostly work in an office, but find that my weekends are still affected.</i></p> <p>She is claiming:</p> <p><i>Noise cancelling headphones, to block out the noise to either be able to sleep in or be able to focus during the day.</i></p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The programme for these works is now as follows, updated from the CHAMBERS WHARF–COMMUNITY LIAISON WORKING GROUP meeting - Tuesday 11 February 2025 has been taken into consideration</p> <p>In addition to the above, the Tideway Talk programme update of the 7th of March has also been taken into consideration.</p> <p>The Panel recently carried out a site visit to the moorings and is aware of the location of the houseboats with respect to the construction site works. The Panel has determined that an award of noise cancelling headphones is made up to a maximum cost of £100. Additionally, the Panel makes an offer of two days respite/ week at the standard cost until the end of July 2025 or whenever the significant noisy works cease whichever is the sooner.</p> <p>Claimants are reminded to read the guidance information below.</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-740773
Relevant Tideway site	Chambers Wharf
Decision	AWARDED

Details of the award	<p>This claimant lives with her partner on a houseboat.</p> <p>This claimant is claiming:</p> <p><i>- Monetary compensation commensurate with the duration of the disruptive period of construction in acknowledgement of this fact will be gladly received. I understand from the website that £30 per day is the maximum that can be claimed. Given the severity of the disruption I would like my initial claim to be at the maximum.</i></p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The programme for these works is now as follows, updated from the CHAMBERS WHARF–COMMUNITY LIAISON WORKING GROUP meeting - Tuesday 11 February 2025 has been taken into consideration.</p> <p>In addition to the above, the Tideway Talk programme update of the 7th of March has also been taken into consideration.</p> <p>The Panel recently carried out a site visit to the moorings and is aware of the location of the houseboats with respect to the construction site works. The Panel has determined to make an award of two days respite/ week at the standard cost until the end of July 2025 or whenever the significant noisy works cease whichever is the sooner.</p> <p>It should be noted that the Panel does not make retrospective awards other than in very exceptional circumstances and this is not judged to be such a case.</p> <p>Claimants are reminded to read the guidance information below.</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 8	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740774
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>This claimant states:</p> <p><i>I've lived here for 13 years (so throughout the Tideway works) and have worked from home all that time. My work requires a great deal</i></p>

	<p><i>of concentration, and previous noisy works were exceptionally distracting, meaning that I couldn't work without the use of noise-cancelling headphones (which, happily, at the time I already owned). They didn't help with the vibration, which was also distracting and unpleasant, but they were enough to allow me to concentrate.</i></p> <p><i>I am therefore applying for the costs of replacing my headphones – which, as above, I wouldn't need if it weren't for the noisy works – so that I am able to work.</i></p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025 (see below).</p> <p>The programme for these works is now as follows, updated from the CHAMBERS WHARF–COMMUNITY LIAISON WORKING GROUP meeting - Tuesday 11 February 2025 has been taken into consideration.</p> <p>In addition to the above, the Tideway Talk programme update of the 7th of March has also been taken into consideration.</p> <p>The Panel has determined as requested to make an award of £100 towards the cost of noise cancelling headphones.</p> <p>Claimants are reminded to read the guidance information below.</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

FAST TRACK CLAIMS TO BE RATIFIED

Item 9	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740778
Relevant Tideway site	Chambers Wharf
Decision	AWARD RATIFIED
Details of the award	<p>Fast-Track respite awarded 26 February 2025</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.</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.

	<ol style="list-style-type: none"> For each child, over the age of one year, who does not attend school, 2 days respite/week at the standard rate. 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. 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 July 2025 OR whenever significant noise from the cofferdam works has ceased, whichever is the sooner.</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>Claimants are reminded to read the guidance information below.</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

DEFERRED CLAIMS FROM ICP MEETING #176 (25 FEBRUARY 2025)

Site Visit	Notes for the record
4 March 2025	At 1000hrs all three ICP members visited moorings in the vicinity.

Item 10	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740752
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The programme for these works is now as follows, updated from the CHAMBERS WHARF–COMMUNITY LIAISON WORKING GROUP meeting - Tuesday 11 February 2025 were taken into consideration</p> <p>In addition to the above, the Tideway Talk programme update of the 7th of March was also taken into consideration.</p> <p>The Panel recently carried out a site visit to the moorings and is aware of the location of the houseboats with respect to the</p>

	<p>construction site works. The Panel has determined that an award of two sets of noise cancelling headphones is made up to a maximum cost of £100/set. Additionally, the Panel makes an award of two days respite/ week at the standard cost until the end of July 2025 or whenever the significant noisy works cease whichever is the sooner.</p> <p>Claimants are reminded to read the guidance information below.</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	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740754
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The programme for these works is now as follows, updated from the CHAMBERS WHARF–COMMUNITY LIAISON WORKING GROUP meeting - Tuesday 11 February 2025 was taken into consideration.</p> <p>In addition to the above, the Tideway Talk programme update of the 7th of March was also taken into consideration.</p> <p>The Panel recently carried out a site visit to the claimants' houseboat and the moorings and is aware of the location of the houseboats with respect to the construction site works. The Panel has determined to make an award for the claimant and his wife of two days respite/ week at the standard cost until the end of July 2025 or whenever the significant noisy works cease whichever is the sooner.</p> <p>Claimants are reminded to read the guidance information below.</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 pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740751
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	<p>The ICP has now received a video which audibly sounds like high frequency vibrating, and it looks like a crane may be attempting to vibrate out one of the piles.</p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1st January 2025 until completion of the works at the end of August 2025 assuming works run to programme. However, the high-level works programme indicates an end in September 2025.</p> <p>The programme for these works is now as follows, updated from the CHAMBERS WHARF–COMMUNITY LIAISON WORKING GROUP meeting - Tuesday 11 February 2025 was taken into consideration.</p> <p>In addition to the above, the Tideway Talk programme update of the 7th of March has also been taken into consideration.</p> <p>The Panel recently carried out a site visit to the moorings and is aware of the location of the houseboats with respect to the construction site works. The Panel has determined that an award of two sets of noise cancelling headphones is made up to a maximum cost of £100/set. Additionally, the Panel makes an award of two days respite/ week at the standard cost until the end of July 2025 or whenever the significant noisy works cease whichever is the sooner.</p> <p>Claimants are reminded to read the guidance information below.</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 *Graham A Parry*
Graham Parry
Chair, Independent Compensation Panel

Date 20 March 2025