

# INDEPENDENT COMPENSATION PANEL

## MEETING #278 MINUTES

<b>Purpose:</b>	To determine medical, special cases and compensation claims.
<b>Date and time:</b>	Tuesday 25 March 2025 0830 – 0900 – Compensation claim (Teams) 10.00 – 11.00 - Special & Medical cases (Zoom)
<b>Location:</b>	Audio conference via Zoom
<b>Panel Members:</b>	Graham Parry (Chair) Stephen Stansfeld (Medical) Phil Evans (Noise) Chris Kench & Richard Pugh (Compensation)
<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>	<b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740808</b>

Item 1	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740768</b>
<b>Relevant Tideway site</b>	Hammersmith Pumping Station
<b>Decision</b>	<b>NOT AWARDED</b>
<b>Details of the award</b>	<p>The Panel considered the claim. As it arises from the vesting of land, albeit at depth beneath the property, the Panel considered this to be a statutory compensation claim and therefore not within the remit of the ICP. The claim should be submitted to, and considered by, Tideway.</p> <p>Please note that this should not be interpreted as the ICP accepting that compensation is payable.</p> <p><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></p> <p><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></p>
<b>Further information required/actions arising</b>	None
<b>Information/action requested from Tideway</b>	None

Item 2	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740785</b>
<b>Relevant Tideway site</b>	Carnwath Road
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p>The ICP considered a claim from the claimant at ICP meeting # 276 held on the 25th of February 2025 for respite every two weeks (covering four days) or one week once a month, for claimant and carer.</p> <p>The ICP made the following award:</p> <p><i><b>The Panel is aware of the health issues that the claimant has to accommodate and has therefore determined as a precautionary approach to make an award of two days respite a week for the claimant and a carer at the standard cost. The award is until the end of June 2025 when activities at the site should not result in any significant noise effects.</b></i></p> <p>The claimant was unhappy with this award and has appealed the award.</p> <p><b>The Panel notes that activities related to moving the offices from the site and any ancillary works will not be particularly noisy. However, the Panel is keen to provide as much flexibility as possible for the claimant taking into account their mobility issues and therefore the previous award is amended such that the claimant may take the award as four respite days on a fortnightly basis with a carer at the standard cost. The award is until the end of June 2025 when activities at the site should not result in any significant noise effects.</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 the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740786</b>
<b>Relevant Tideway site</b>	Carnwath Road
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p>From similar claims, the Panel is aware that activities are significantly reducing at this site; however, there will be some breaking out noise and the removal of the site offices which includes the soft strip of the inside of the offices followed by the removal of the offices from the site which will take approximately 6 weeks. These activities are in close proximity of the claimant's property.</p> <p>The claimant is claiming two days respite a week.</p>

	<p>The Panel has considered this claim very carefully and has determined that, based on the claimant's previous health issues and those most recently identified to the Panel, a precautionary award is made of two days respite a week at the standard cost until the end of June 2025.</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 4	Notes for the record
Applicant Reference	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740792</b>
Relevant Tideway site	Carnwath Road
Decision	<b>NOT AWARDED</b>
Details of the award	<p>The Panel is aware that activities are significantly reducing at this site; however, there will be some breaking out noise and the removal of the site offices which includes the soft strip of the inside of the offices followed by the removal of the offices from the site which will take approximately 6 weeks. These activities are in relatively close proximity of the claimant's property but with limited exposure.</p> <p>The claimant is claiming:</p> <p><i>Respite for April half term – May half term and June</i></p> <p><i>And a professional cleaner after the removal of the cabins.</i></p> <p>A further explanatory email was received from claimant on 12 March 2025.</p> <p><b>The Panel note that the claimant's property does not have line of sight to the on-going works in respect of the removal of the office accommodation. The Panel has taken into account the health of the children; however, has determined that noise from the on-going activities will not be at such a level as to result in a significant impact or any adverse health impacts. Accordingly, no award is made in respect of respite and, additionally, the cost of a professional cleaner is not awarded, as the Panel has not seen any evidence that indicates that the property has been affected by dust deposition from the construction site.</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 5	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740788</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p>These claimants live on a houseboat.</p> <p>She is claiming:</p> <ul style="list-style-type: none"> <li><i>- In the immediate term I would like to be able to purchase some noise cancelling headphones, to allow me to work from home without being disturbed by the ongoing noise. I have not yet purchased these.</i></li> <li><i>- I am self-employed, working from my home. As the noise is disruptive to my work I would like to claim daily respite as compensation. Although administrative tasks can (and have been) be done on my laptop away from home when the noise proves too irritating, I can only do the majority of my work in my home due to the equipment/set up.</i></li> <li><i>- I would like to claim for weekend respite, as my partner and I find ourselves frequently having to leave the barge on a weekend because the noise is too much. I feel we should be compensated for time and meals on these occasions.</i></li> </ul> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1<sup>st</sup> 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, 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 21<sup>st</sup> of March 2025 has been taken into consideration.</p> <p>Given the above activities with high levels of construction noise generated at times and the potential 05:00 hrs tide related start and 22:00 hrs end to the cofferdam removal works, noise emissions are likely to be significant at times and potentially extending into the night period.</p> <p><b>The Panel has considered all of the information available to it and has determined to make an award of a grant towards two pairs of noise cancelling headphones. Additionally, an award is made of two days respite a week for the claimant and partner at the standard cost until the end of July 2025, or whenever the significant noisy activities cease, whichever is the sooner.</b></p> <p><b>Claimants are reminded to read the guidance information below.</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

Information/action requested from Tideway	None
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Item 6	Notes for the record
Applicant Reference	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740793</b>
Relevant Tideway site	Chambers Wharf
Decision	<b>AWARDED</b>
Details of the award	<p>This claimant lives on a houseboat .</p> <p>She states: <i>I work from home as I do not have an office space in London.</i></p> <p><i>This means I am at home during the day and during the week, when most of the drilling and construction noise takes place, and it is a real disturbance to my work. I have trouble concentrating and taking calls, having to sometimes leave the moorings in search of alternate working spaces, like a cafe, which quickly becomes expensive.</i></p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1<sup>st</sup> 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, updated from the CHAMBERS WHARF– COMMUNITY LIAISON WORKING GROUP meeting - Tuesday 11 February 2025 has also been taken into consideration.</p> <p>In addition to the above, the Tideway Talk programme update of the 21<sup>st</sup> of March 2025 has also been taken into consideration.</p> <p>Given the above activities with high levels of construction noise generated at times and the potential 05:00 hrs tide related start and 22:00 hrs end to the cofferdam removal works, noise emissions are likely to be significant at times and potentially extending into the night period.</p> <p><b>The Panel has considered all of the information available and has determined to make an award of one pair of noise cancelling headphones at the standard cost. Additionally, an award is made 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.</b></p> <p><b>Claimants are reminded to read the guidance information below.</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 7	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740789</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p>These claimants live in a houseboat and both work from home.</p> <p>They are claiming:</p> <p><i>Due to the significant and ongoing disruption of our lives we would like to claim this maximum compensation for both of us.</i></p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1<sup>st</sup> 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, 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 21<sup>st</sup> of March 2025 has also been taken into consideration.</p> <p>Given the above activities with high levels of construction noise generated at times and the potential 05:00 hrs tide related start and 22:00 hrs end to the cofferdam removal works, noise emissions are likely to be significant at times and potentially extending into the night period.</p> <p><b>The Panel has determined to make an award of two days respite a week for the claimant and partner at the standard cost until the end of July 2025 or whenever the significant noisy activities cease, whichever is the sooner</b></p> <p><b>Claimants are reminded to read the guidance information below.</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

Item 8	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN94-990-ZZ-ZZ-740794</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	This claimant lives on a houseboat.

	<p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1<sup>st</sup> 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, 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 21<sup>st</sup> of March 2025 has also been taken into consideration.</p> <p>Given the above activities with high levels of construction noise generated at times and the potential 05:00 hrs tide related start and 22:00 hrs end to the cofferdam removal works, noise emissions are likely to be significant at times and potentially extending into the night period.</p> <p><b>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. The award may be used towards travel to and from Devon.</b></p> <p><b>Claimants are reminded to read the guidance information below.</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

Item 9	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740791</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>PART AWARDED</b>
<b>Details of the award</b>	<p>This claimant lives with his partner and is claiming:</p> <p><i>We would like to be compensated for the mitigations we had to put in place in order to make continued living at the address possible while we work from home, most particularly the air conditioning system allowing us to work with the windows closed during the summer periods, as well as the always on mechanical ventilation.</i></p> <p><i>If applicable the vibration impact on one of the occupants (myself) should be taken in consideration as it has been quite disruptive.</i></p> <p>Information now received from the Engagement Manager has been taken into consideration together with the latest noise monitoring report (January 2025).</p> <p>The Project Manager has provided a summary of current and upcoming works that may impact residents.</p>



	<p>The claimant's property has very limited views towards the site. He is mostly claiming for retrospective costs which are not awarded, except in very exceptional circumstances, and this claim is not considered to be exceptional as to require a retrospective award. There is obviously some site activity which may occasionally be noisy and some low-level perceptible vibration may occur from time to time.</p> <p>The Panel has determined as a precautionary measure to make an award to the claimant and his partner of one day a week of respite at the standard cost until the end of June 2025. The award is made on the basis of the proximity to the site and the effects as described by the claimant.</p> <p>Additionally, in line with standard practice, an award is made for electricity costs for running the A/C units. It should be noted that the cost of the A/C units is not awarded.</p> <p><b>Claimants are reminded to read the guidance information below.</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 10	Notes for the record
Applicant Reference	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740795</b>
Relevant Tideway site	Chambers Wharf
Decision	<b>PART AWARDED</b>
Details of the award	<p>This claimant lives with her partner on a houseboat.</p> <p>A previous claim for respite was heard by the ICP at meeting # 277 held on the 11th of March 2025.</p> <p>The claimant has now come back to the ICP seeking high quality ear plugs at a greater cost than the £100 usually awarded.</p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1<sup>st</sup> 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, updated from the CHAMBERS WHARF– COMMUNITY LIAISON WORKING GROUP meeting - Tuesday 11 February 2025 was taken into consideration</p> <p>together with the Tideway Talk programme update of the 21<sup>st</sup> of March 2025.</p> <p>Given the above activities with high levels of construction noise generated at times and the potential 05:00 hrs tide related start and 22:00 hrs end to the cofferdam removal works, noise emissions are likely to be significant at times and potentially extending into the night period.</p>



	<p>The Panel has considered all of the information available to it and has determined that an award is made towards the cost of two sets of earplugs. The award is at the standard maximum cost. If the claimants want to upgrade to better quality sets, then they will need to fund the difference themselves.</p> <p><b>Claimants are reminded to read the guidance information below.</b></p> <p><b>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</b></p> <p><b><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></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 <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740800</b>
Relevant Tideway site	Chambers Wharf
Decision	<b>AWARDED</b>
Details of the award	<p>This claimant lives on a houseboat.</p> <p>She is claiming:</p> <p><i>Because of my varied work schedule, my days off often fall on a Monday-Friday. I would like to apply for respite so that I can spend some time away from the boat on these days. I would also benefit from noise-cancelling headphones in order to work from home and attempt to sleep during the morning.</i></p> <p>The current situation for the CHAWF site is that there is a dispensation in place for the period 1<sup>st</sup> 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, 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 21<sup>st</sup> of March 2025 has also been taken into consideration.</p> <p>Given the above activities with high levels of construction noise generated at times and the potential 05:00 hrs tide related start and 22:00 hrs end to the cofferdam removal works, noise emissions are likely to be significant at times and potentially extending into the night period.</p> <p><b>The Panel has considered all of the information available to it and has determined to make an award towards the cost of one pair of noise cancelling headphones and 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.</b></p> <p><b>Claimants are reminded to read the guidance information below.</b></p>

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

Date 26 March 2025