

# INDEPENDENT COMPENSATION PANEL

## MEETING #279 MINUTES

<b>Purpose:</b>	To determine medical, special cases and compensation claims.
<b>Date and time:</b>	Tuesday 8 April 2025 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-740833</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-740817</b>
<b>Relevant Tideway site</b>	Carnwath Road
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p>The claim as described below was considered at ICP meeting # 278 held on 25th March 2025.</p> <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 close proximity of the claimant's property.</p> <p>She was claiming:</p> <p><i>Respite April half term – May half term and June and a professional cleaner after the removal of the cabins.</i></p> <p>The previous decision has been appealed. The Chair of the ICP visited the claimant's home on the 3<sup>rd</sup> of April 2025 and discussed with the claimant and her mother the concerns that they had specifically with respect to the children's health and their awareness of loud noises etc.</p> <p><b>The Panel has determined, as a very precautionary measure in respect of the children's health, to make an award of a holiday respite break</b></p>

	<p>for all four family members to be taken before the end of July 2025. An award for a cleaner was not made as it was the consideration of the Chair during the home visit that dust was not at an exceptional level for a London location.</p> <p><b>Claimants are reminded to read the guidance information below and engage with the Tideway Mitigation Team prior to arranging the award.</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 2	Notes for the record
Applicant Reference	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740819</b>
Relevant Tideway site	Greenwich Pumping Station
Decision	<b>PART AWARDED</b>
Details of the award	<p>This claimant is claiming:</p> <p><i>Resumption of the previous mitigation request/allowance.</i></p> <p><i>1-2 months' allowance for a remote working desk at a coworking space. This is needed at least 4 days a week.</i></p> <p>Three videos have been received and viewed. These did include noisy works on the site but were all taken from the balcony and none from inside with the windows closed, although she states the noise is still audible.</p> <p>With respect to on-going site works, an update has been provided by the Tideway Engagement Manager together with s.61 consents and noise monitoring reports together with details of upcoming works.</p> <p>Whilst most of the work on site will finish in June 2025, the ecological enhancement work in Deptford Creek is expected to be the last Tideway activity running into the Autumn 2025.</p> <p><b>The Panel has considered all of the information available to it and note that some works are obviously ongoing and sporadically noisy. On that basis, the Panel has determined to make an award of 2 days respite a week for the claimant and her daughter at the standard cost until the end of July 2025. With respect to the request for remote working space, the Panel does not consider that is justified, although an offer of noise cancelling headphones is made to aid working from home.</b></p> <p><b><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></b></p>

	<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>
Further information required/actions arising	None
Information/action requested from Tideway	None

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-740822</b>
<b>Relevant Tideway site</b>	Earl Pumping Station
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p>The noise report for ICP meeting # 278 was taken into consideration, additional information was received from the Tideway Engagement Manager and the latest noise monitoring report (January 2025) was supplied.</p> <p><b>The Panel has considered all of the information available to it and has determined to make an award of access to a remote working space for 3 days a week until the end of June 2025 given the location/exposure of the claimant. The claimant must engage with Tideway to agree the costs of any remote working space</b></p> <p><b><u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u></b></p> <p><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></p>
Further information required/actions arising	None
Information/action requested from Tideway	None

Item 4	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740820</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>They are requesting:</p> <p><i>I would like to purchase noise cancelling headphones that I can use for work.</i></p> <p><i>I would also like to spend some time away from the boat at key points where</i></p>

	<p><i>the work is most disruptive and would like some support to cover additional costs when away from home while this work is ongoing.</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.</p> <p>The Tideway Engagement Manager for the site has provided an update to works by e-mail dated 9<sup>th</sup> of December 2024 which was taken into consideration together with</p> <p>a summary of activities from the CVB site agent.</p> <p>In addition to the above, the Tideway Talk programme update of the 28<sup>th</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.</p> <p><b>The Panel has considered all of the information available to it and has determined to make an award of one set of noise cancelling headphones at the maximum cost. Additionally, the Panel makes an award of 2 days respite a week for the claimant and his partner at the standard rate until the end of July 2025.cost</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 5	Notes for the record
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740818</b>
<b>Relevant Tideway site</b>	Greenwich Pumping Station
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p>This claimant is claiming:</p> <ul style="list-style-type: none"> <li>- <i>Quality Noise-cancelling headphones–.</i></li> <li>- <i>Regular respite opportunities during the works;</i></li> <li>- <i>Weekend respite opportunity for myself and partner when there are high levels of noise and disruption at the weekends, when it's not possible to rest.</i></li> </ul>

	<p>He has provided letters confirming his remote working status and three videos: one appears to be from his living room with curtains closed and two from his balcony. Construction noise is audible.</p> <p>With respect to on-going site works an update has been provided by the Tideway Engagement Manager together with s.61 consents and noise monitoring reports.</p> <p><i>While most of the work on site will finish in June 2025, the ecological enhancement work in Deptford Creek is expected to be the last Tideway activity running into the Autumn 2025.</i></p> <p>This claimant would appear to be less exposed than some in this area, but construction noise is audible.</p> <p><b>The Panel has considered all of the information available to the Panel and has determined to make an award of one set of noise cancelling headphones at a maximum cost. Additionally, the Panel makes an award of one day of respite a week for the claimant and his partner at the standard cost.</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>

<b>Item 6</b>	<b>Notes for the record</b>
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740821</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>NO FURTHER AWARD</b>
<b>Details of the award</b>	<p>The claimant has appealed the previous decision made at ICP meeting #278.</p> <p>The Panel has received information from the Tideway Engagement Manager together with information from CVB's Environmental Manager.</p> <p>The claimant has requested that the Panel responds to a number of points which were included in an email dated 02/04/2025. The points are dealt with separately below:</p> <p><b>Lack of Prior Awareness of ICP and Its Impact on the Claim</b></p> <p>The Panel does not understand how the claimant was unaware of the existence of the ICP as it has received a number of claims from other close residents dating back to 2020. Additionally, there have been a number of Community Liaison Working Group Meetings over the years and regular</p>

	<p>newsletters to keep residents informed about on-going works at the EARPS site.</p> <p><b>Justification for Rejection of ‘Exceptional’ Status</b></p> <p>The Panel is entitled to determine claims as it sees fit and, in respect of exceptional circumstances, has cited where these might apply. The Panel has already indicated that, if it had received a claim prior to the expenditure for the air conditioning system being fitted, it would have refused that claim on the basis of the limited exposure at the claimant’s property.</p> <p><b>Site Visit &amp; Environmental Impact Assessment</b></p> <p>The Panel has visited this site area many times over a number of years which date back to 2016 and has also made a home visit to a neighbouring resident. We are aware of the noise monitoring carried out in the area and also have access to the air quality monitoring data with respect to particulates. The Panel uses its considerable experience in noise, air quality and health issues to come to a decision in respect of when an award should be made.</p> <p><b>Consideration of the Claimant’s Submitted Statement</b></p> <p>The Panel had copies of all correspondence with ICP Admin which included the written statement. The Panel acknowledges that it did not specifically refer to odour in its previous decision but has been aware of the measures taken on site to reduce any potential odour emissions from its construction activities.</p> <p><b>Based on the above, the Panel has determined that, after considering all of the information available to it and in particular the request by way of an email dated 02/04/2025, the previous award is not amended.</b></p> <p><b>It should be noted that the Panel is prepared to make a home visit to discuss the claimant’s issues if that would assist him.</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>

<b>Item 7</b>	<b>Notes for the record</b>
<b>Applicant Reference</b>	The Panel considered the information contained in pack <b>2350-TDWAY-TTTUN-990-ZZ-ZZ-740828</b>
<b>Relevant Tideway site</b>	Chambers Wharf
<b>Decision</b>	<b>AWARDED</b>
<b>Details of the award</b>	<p>This claimant is claiming:</p> <p><i>There are two elements where I feel mitigation is warranted.</i></p>

	<p><i>The first is that I now need to commute into a serviced office located in central London on a daily basis (Monday to Friday) instead of working from home.</i></p> <p><i>The second element is that we now need a weekly cleaner in our property.</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. The high-level works programme has been taken into consideration and indicates an end in September 2025.</p> <p>The Tideway Engagement Manager for the site has provided an update to works by e-mail dated 9<sup>th</sup> of December 2024 which <i>has</i> been taken into consideration.</p> <p>The CVB site agent also has provided a summary of activities and what may be specifically loud, noisy, or disruptive.</p> <p>In addition to the above, the Tideway Talk programme update of the 28<sup>th</sup> of March 2025 states the following (note only very minor difference from previous table/report – 30/410 piles rather than 20/410 piles):</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.</p> <p><b>The Panel has considered all of the information available to it and has determined to make an award of two days respite a week at the standard rate until the end of July 2025 or whenever the significant noisy works are completed, whichever is the sooner. The respite award may be used for travel expenses. If it assists the claimant, the Panel makes an offer of an award of noise cancelling headphones.</b></p> <p><b>With respect to the request for weekly cleaning, it should be noted that the material being moved on site is predominantly damp, such that dust blow-off is considered to be limited. Accordingly, no award is made for weekly cleaning costs.</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

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 April 2025