INDEPENDENT COMPENSATION PANEL MEETING #288 MINUTES

Purpose:	To determine medical, special cases and compensation claims.
Date and time:	Tuesday 22 July 2025 10.00 – 11.45 - Special & Medical cases (Zoom) 12.00 – 13.00 – Loss of rent claim (Teams)
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-741053

Item 1	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740939
Relevant Tideway site	Chambers Wharf
Decision	DEFERRED
Details of the award	The Panel was unable to convene to determine this claim and is seeking a Panel meeting within approximately one week. All awards are subject to Tideway's Guidelines for Implementation of ICP decisions. 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-740949
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	This claimant lives on a houseboat. She is claiming: My landlady told me you're offering daily respite in recognition of ongoing disruption. This contribution would assist significantly in covering the cost of alternative working arrangements, or incidental expenses incurred while working away from home. I'd also very much like to apply for a pair of noise cancelling headphones to help reduce the overall impact. Additionally, it would be helpful to receive support for any weekend disruption. The following information has been taken into consideration: 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). However, the recent CLWG meeting held on the 16th of June 2025, included an updated construction programme for the CHAWF site. This report provides a summary of the revised programme and the implications for awards currently running but due to end at the end of July 2025. The Engagement Manager for the site has provided an update to works by e-mail dated 9th of December 2024. The programme for these works, updated from the Chambers Wharf-Community Liaison Working Group meeting - Tuesday 11 February 2025: The current and upcoming site activities update of 18th of July 2025 for the week commencing 14th of July 2025: Chambers Wharf Community Liaison Working Group June 2025 The Panel notes that, at ICP meeting # 287, following a review of all of the available data in respect of the CHAWF works, it determined to amend existing claims such that: The Panel has reviewed the revised programme and has noted that the pile removal is not continuous and often there are days when no piles are removed albeit with some activity within the cofferdam area removing material onto a barge. Additionally, the Panel recently visited the general area surrounding the Chambers Wharf site to obse

	Having reviewed all of the available information in respect of this claim, the Panel makes an award of one day of respite a week at the standard rate until the end of September 2025.
	Additionally, the Panel makes an award of the cost of noise cancelling headphones to a maximum cost of £100.
	The Panel notes that there should not be any significant weekend activity so the claim for weekend support is dismissed.
	All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.
	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 3	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740950 together with 5 videos sent by Sharepoint Document Transfer
Relevant Tideway site	Greenwich Pumping Station
Decision	NOT AWARDED
	This claimant has supplied five videos taken from her balcony which variously show light construction plant moving materials on site together with passing DLR and overground trains. None of the videos are from inside the dwelling. Other industrial and commercial uses are also nearby. There have been multiple previous claims.
	She is claiming:
	Extension of the current award until the end of Sept 2025 or the known end of noisy works on the site.
Details of the award	The S.61 for this site is dated 7th February 2023 and runs to the end of works. The predicted noise levels are provided for 'Scenarios' although these are not specifically described although the various works are described in detail.
	From the programme at page 76 of the S.61, it would appear that all works should be complete at Phoenix Wharf by now but obviously that is not the case. Given how the scenarios work and the programme, and given there are no baseline ambient levels for the closest site, the S.61 is not helpful in determining effects. The two provided noise monitoring reports are too dated to be helpful for current activity and noise levels.
	There is a site update email from the PM dated 15th July 2025 which has also been taken into consideration.

	The Panel has considered this case very carefully and note that the construction related works are sporadic in nature and do not involve a great deal of site activity. The Panel has reviewed the videos provided. Accordingly, the Panel is of the view that there is little evidence to justify an extension of the award. The apartment is in an area of multiple land uses, and it is not quiet with or without Tideway.
	The award is therefore not extended. All awards are subject to Tideway's Guidelines for Implementation of ICP decisions. 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 4	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740960
Relevant Tideway site	Carnwath Road
Decision	NOT AWARDED
Details of the award	The claimant has provided photos showing cracking and defects to his property. These are being investigated by Thames Tideway.
	The Panel has considered this claim very carefully and has determined not to make an award. The Panel acknowledges that the claimant and his son may have been affected by the activities at the construction site over an extended period of time; however, the Panel does not make retrospective awards other than in very exceptional circumstances. This claim is not considered to be exceptional.
	All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.
	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	Tideway/Contractor to investigate the cracking of walls etc.

Item 5	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740948
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
	The family's health and personal circumstances are well known to the Panel and fully described by the Medical Specialist. Hibo has a long history of claims going back to November 2016. Her last claim was heard by the ICP at meeting # 265 held on the 24th of
	September 2024 when she was seeking family outings in addition to being on the Fast-Track awards. This claim was dismissed.
	She is now making a further claim.
Details of the award	 The following information has been taken into consideration: 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). However, the recent CLWG meeting held on the 16th of June 2025, included an updated construction programme for the CHAWF site. This report provides a summary of the revised programme and the implications for awards currently running but due to end at the end of July 2025. The Engagement Manager for the site has provided an update to works by e-mail dated 9th of December 2024. The programme for these works, updated from the Chambers Wharf—Community Liaison Working Group meeting - Tuesday 11 February 2025: The current and upcoming site activities update of 18th of July 2025 for the week commencing 14th of July 2025: Chambers Wharf Community Liaison Working Group June 2025.
	The Panel notes that at ICP meeting # 287 following a review of all of the available data in respect of the CHAWF works, it determined to amend existing claims such that:
	The Panel has reviewed the revised programme and has noted that the pile removal is not continuous and often there are days when no piles are removed albeit with some activity within the cofferdam area removing material onto a barge. Additionally, the Panel recently visited the general area surrounding the Chambers Wharf site to observe the various construction related activities. Accordingly, the Panel has determined to amend the existing fast-track award and all other similar awards in the Chambers Wharf area. The amended award which will apply from the 1st of August 2025 until
	the 30 th of September 2025 will be one day of respite a week for each qualifying person at the standard cost. The Panel has considered this claim very carefully and has determined
	that an award of one day of respite a week for each qualifying person is

	made at the standard cost which will apply until the end of September 2025.
	All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.
	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 6	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740951
Relevant Tideway site	Chambers Wharf
Decision	PART AWARDED
Details of the	The claimant works five days a week and has previously reported that she has chronic back problem and takes strong pain killers. She stated that, because of these reasons, she needs to have good sleep during the day so that she is fresh for her night work.
	The Panel is also aware (from 2024) that her son has 3 days of private online classes every week in the evening which requires him to do some exams as well, so concentration in a quiet place is very important for him.
	From ICP meeting # 256 held on the 14th of May 2024, the following was awarded:
	The Panel has determined that, recognising the requirements of the claimant as a special case because of her employment arrangements and health issues, an award of 3 days respite for her and her son is provided until the end of September 2024 at the standard rate.
award	She has now come back to the ICP.
	 The following information has been taken into consideration: 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). However, the recent CLWG meeting held on the 16th of June 2025, included an updated construction programme for the CHAWF site. This report provides a summary of the revised programme and the implications for awards currently running but due to end at the end of July 2025. The Engagement Manager for the site has provided an update to works by e-mail dated 9th of December 2024.

	 The programme for these works, updated from the Chambers Wharf–Community Liaison Working Group meeting - Tuesday 11 February 2025: The current and upcoming site activities update of 18th of July 2025 for the week commencing 14th of July 2025: Chambers Wharf Community Liaison Working Group June 2025. The Panel note that at ICP meeting # 287 following a review of all of the available data in respect of the CHAWF works, it determined to amend existing claims such that:
	The Panel has reviewed the revised programme and has noted that the pile removal is not continuous and often there are days when no piles are removed albeit with some activity within the cofferdam area removing material onto a barge. Additionally, the Panel recently visited the general area surrounding the Chambers Wharf site to observe the various construction related activities. Accordingly, the Panel has determined to amend the existing fast-track award and all other similar awards in the Chambers Wharf area.
	The Panel has considered this claim very carefully and has determined to make an award of two days respite a week at the standard cost for the claimant and her son until the end of September 2025.
	All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.
	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 7	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740952
Relevant Tideway site	Chambers Wharf
Decision	NO ADDITIONAL AWARD
Details of the award	The claimant's family situation and health issues are well understood and fully documented by the Medical Specialist. The family have had ongoing awards for some time. Two internal videos have been provided with the ventilation door partially open. Some site noise was audible but not associated with the cofferdam and not particularly disturbing.
	The family had previously been receiving two days respite a week but on the 7th of July 2025, she was informed as follows:
	The Panel has reviewed the revised programme and has noted that the pile removal is not continuous and often there are days when no piles

are removed albeit with some activity within the cofferdam area removing material onto a barge.

Additionally, the Panel recently visited the general area surrounding the Chambers Wharf site to observe the various construction related activities. Accordingly, the Panel has determined to amend the existing fast-track award and all other similar awards in the Chambers Wharf area.

The amended award which will apply from the 1st of August 2025 until the 30th of September 2025 will be one day of respite a week for each qualifying person at the standard cost.

She has now come back to the ICP requesting:

- I am requesting for at least the original 2 days to be reinstalled until at the end of September and the reviewed again an extra day would be appreciated as we do not leave our homes because we want to we do because we can't take the noise and disruption but would be content with the 2 days if that was all that was possible
- at least a weeks respite for my whole family during the 6 weeks holiday

The following information has been taken into consideration:

- 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). However, the recent CLWG meeting held on the 16th of June 2025, included an updated construction programme for the CHAWF site. This report provides a summary of the revised programme and the implications for awards currently running but due to end at the end of July 2025.
- The Engagement Manager for the site has provided an update to works by e-mail dated 9th of December 2024.
- The programme for these works, updated from the Chambers Wharf–Community Liaison Working Group meeting Tuesday 11 February 2025:
- The current and upcoming site activities update of 18th of July 2025 for the week commencing 14th of July 2025:
- Chambers Wharf Community Liaison Working Group June 2025.

The Panel note that at ICP meeting # 287 following a review of all of the available data in respect of the CHAWF works, it determined to amend existing claims such that:

The Panel has reviewed the revised programme and has noted that the pile removal is not continuous and often there are days when no piles are removed albeit with some activity within the cofferdam area removing material onto a barge. Additionally, the Panel recently visited the general area surrounding the Chambers Wharf site to observe the various construction related activities. Accordingly, the Panel has determined to amend the existing fast-track award and all other similar awards in the Chambers Wharf area.

The amended award which will apply from the 1st of August 2025 until the 30th of September 2025 will be one day of respite a week for each qualifying person at the standard cost.

The Panel has very carefully reviewed all of the available information in respect of this latest claim and has determined that the claim is not

	augmented and remains at one day of respite a week for each family member. Additionally, the request for a holiday break during the school holidays is not awarded.
	All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.
	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 8	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740967 plus 1 video
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
	The 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.
	A previous claim was heard by the ICP at meeting # 262 held on the 13th of August 2024 which was a claim additional to the Fast-Track award which the family was benefitting from.
	The ICP at that time determined as follows:
	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.
Details of the award	She has now come back to the ICP claiming:
award	From experience of the works that are about to take place I feel 1 extra day like we are getting now so we would get 2 days altogether until end of sept and then review
	1 week away from the site due to noise that is upcoming should this be considered please can you ensure food and drinks are included.
	The following information has been taken into consideration: - 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). However, the recent CLWG meeting held on the 16th of June 2025, included an updated construction programme for the CHAWF site. This report provides a

	summary of the revised programme and the implications for awards currently running but due to end at the end of July 2025. The Engagement Manager for the site has provided an update to works by e-mail dated 9 th of December 2024. The programme for these works, updated from the Chambers Wharf–Community Liaison Working Group meeting - Tuesday 11 February 2025: The current and upcoming site activities update of 18th of July 2025 for the week commencing 14th of July 2025: Chambers Wharf Community Liaison Working Group June 2025.
	The Panel note that at ICP meeting # 287 following a review of all of the available data in respect of the CHAWF works, it determined to amend existing claims such that:
	The Panel has reviewed the revised programme and has noted that the pile removal is not continuous and often there are days when no piles are removed albeit with some activity within the cofferdam area removing material onto a barge. Additionally, the Panel recently visited the general area surrounding the Chambers Wharf site to observe the various construction related activities. Accordingly, the Panel has determined to amend the existing fast-track award and all other similar awards in the Chambers Wharf area.
	The amended award which will apply from the 1 st of August 2025 until the 30 th of September 2025 will be one day of respite a week for each qualifying person at the standard cost.
	The Panel has very carefully reviewed all of the available information in respect of this latest claim and has determined that the claim is not augmented and remains at one day of respite a week for each family member. Additionally, the request for a holiday break during the school holidays is not awarded.
	All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.
	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 9	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740968
Relevant Tideway site	Chambers Wharf
Decision	AWARDED



Following slight confusion as to what was being previously being sought, at ICP meeting # 280 held on the 22nd of April 2025, the following was awarded:

Having reviewed all of the information now available to the Panel, an award of two nights temporary accommodation a week for all family members is made until the end of July 2025 or whenever the noisy works cease whichever is the sooner.

Additionally, whilst there should have been no confusion as to the award which was made at the meeting of the 11th of March 2025, the Panel is prepared to take a very lenient approach and requests that the Tideway Mitigation Team settle the accommodation costs which have already been presented. The claimant must agree the future costs of the temporary accommodation in advance with the Tideway Mitigation Team and the Panel would not expect such costs to exceed those already submitted.

She has now come back to the ICP requesting:

Assistance to reduce the impact of the ongoing construction work on myself and my family.

The following information has been taken into consideration:

- 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). However, the recent CLWG meeting held on the 16th of June 2025, included an updated construction programme for the CHAWF site. This report provides a summary of the revised programme and the implications for awards currently running but due to end at the end of July 2025.
- The Engagement Manager for the site has provided an update to works by e-mail dated 9th of December 2024.
- The programme for these works, updated from the Chambers Wharf–Community Liaison Working Group meeting Tuesday 11 February 2025:
- The current and upcoming site activities update of 18th of July 2025 for the week commencing 14th of July 2025:
- Chambers Wharf Community Liaison Working Group June 2025.

The Panel notes that at ICP meeting # 287 following a review of all of the available data in respect of the CHAWF works, it determined to amend existing claims such that:

The Panel has reviewed the revised programme and has noted that the pile removal is not continuous and often there are days when no piles are removed albeit with some activity within the cofferdam area removing material onto a barge. Additionally, the Panel recently visited the general area surrounding the Chambers Wharf site to observe the various construction related activities. Accordingly, the Panel has determined to amend the existing fast-track award and all other similar awards in the Chambers Wharf area.

The amended award which will apply from the 1st of August 2025 until the 30th of September 2025 will be one day of respite a week for each qualifying person at the standard cost.

Details of the award

	The Panel has reviewed this claim very carefully noting the location of the claimant's property in relation to the ongoing site activities. Accordingly, the Panel has determined to make an award of one night of respite a week for each qualifying family member at a cost to be agreed with Thames Tideway until the end of September 2025.
	All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.
	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 10	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740972
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
	The claimant has historically been complaining of intermittent sound / noise disturbance from the Tideway site on Chambers Street, plus the increased levels of dust affecting his working from home.
	At ICP meeting # 238 held on 26th of September 2023, an award was made following a home visit.
	The claimant is now claiming:
	Continued relocation compensation so I can maintain my external studio while construction noise and vibration persist near my home. My work requires a quiet and controlled acoustic environment.
Details of the award	Two videos have been provided; one from within the property and one from outside. This video contains swearing which the Panel consider is unacceptable.
	 The following information has been taken into consideration: 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). However, the recent CLWG meeting held on the 16th of June 2025, included an updated construction programme for the CHAWF site. This report provides a summary of the revised programme and the implications for awards currently running but due to end at the end of July 2025. The Engagement Manager for the site has provided an update to works by e-mail dated 9th of December 2024.

	 The programme for these works, updated from the Chambers Wharf–Community Liaison Working Group meeting - Tuesday 11 February 2025: The current and upcoming site activities update of 18th of July 2025 for the week commencing 14th of July 2025: Chambers Wharf Community Liaison Working Group June 2025.
	The Panel has considered all of the information available to it and has determined to extend the existing award for access to a studio for a further six-month period until the end of January 2026.
	All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.
	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 11	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-740958
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimants live on a houseboat. They have each submitted a claim form. They are requesting compensation at £30/day. The following information has been taken into consideration: - 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). However, the recent CLWG meeting held on the 16th of June 2025, included an updated construction programme for the CHAWF site. This report provides a summary of the revised programme and the implications for awards currently running but due to end at the end of July 2025. - The Engagement Manager for the site has provided an update to works by e-mail dated 9th of December 2024. - The programme for these works, updated from the Chambers Wharf-Community Liaison Working Group meeting - Tuesday 11 February 2025: - The current and upcoming site activities update of 18th of July 2025 for the week commencing 14th of July 2025: - Chambers Wharf Community Liaison Working Group June 2025.

The Panel notes that at ICP meeting # 287 following a review of all of the available data in respect of the CHAWF works, it determined to amend existing claims such that:

The Panel has reviewed the revised programme and has noted that the pile removal is not continuous and often there are days when no piles are removed albeit with some activity within the cofferdam area removing material onto a barge. Additionally, the Panel recently visited the general area surrounding the Chambers Wharf site to observe the various construction related activities. Accordingly, the Panel has determined to amend the existing fast-track award and all other similar awards in the Chambers Wharf area.

The amended award which will apply from the 1st of August 2025 until the 30th of September 2025 will be one day of respite a week for each qualifying person at the standard cost.

Having reviewed all of the available information in respect of this claim, the Panel makes an award of one day of respite a week at the standard rate until the end of September 2025.

Additionally, the Panel makes an award of the cost of 2 No. noise cancelling headphones to a maximum cost of £100.

The Panel has visited the moorings and are of the view that there is very little dust coming from the site as the material which is being moved is pre-dominantly damp and therefore no award is respect of cleaning costs is made.

All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.

 $\underline{https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf}$

Further information required/actions arising

None

Information/action requested from Tideway

None

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

Signed Graham A Parry

Date 14 August 2025

Graham Parry

Chair, Independent Compensation Panel