

INDEPENDENT COMPENSATION PANEL

MEETING #296 MINUTES

Purpose:	To determine medical, special cases and compensation claims.
Date and time:	Tuesday 28 October 2025 – 1000hrs to 1045hrs
Location:	Video Conference
Panel Members:	Graham Parry (Chair) Stephen Stansfeld (Medical) Phil Evans (Noise)
Abbreviations:	‘Panel’ means the Independent Compensation Panel ‘Project’ means Tideway ‘ICC’ means the Independent Complaints Commissioner for the Project ‘Non-Stat Policy’ means the Non-Statutory Off-site mitigation and compensation policy
Document Number:	2350-TDWAY-TTTUN-990-ZZ-ZZ-741282

	NOTES FOR THE RECORD
Address of affected property	Chambers Wharf Area
Relevant Tideway site	Chambers Wharf (“CHAWF”)
Details of site activities	On-going cofferdam removal and associated works
Decision	
Details related to the decisions	CHAWF In determining awards from claimants affected by the Thames Tideway works in the Chambers Wharf (CHAWF) site area, the sources of information described below have been considered. Current or particularly relevant information is described more fully. 1. The most recent s.61 dated 11.12.23 was for the period 1st January 2024 to 31st December 2024 and hence this has expired. However, there is a dispensation in place for the period 1st January 2025 until completion of the works. 2. The Engagement Manager for the site has provided regular updates on programme and progress in addition to the Weekly Site Updates. 3. The CVB (contractor) site agent also has provided a summary of activities and likely noisy events until the completion of works.

4. Chambers Wharf Community Liaison Working Group June 2025: The revised programme following the slower than anticipated pile removal progress is provided below.

High Level Programme of Works

Activity	2025				2026	
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun
Cofferdam Removal						
River Cladding Panel Installation						
Architecture and Landscaping						
Site Reinstatement						
Foreshore & River Completion						

5. The Weekly Site Update of the 17th of October 2025 (so from Monday 13th October) describes the current and upcoming site activities:

Dear Neighbour

This is your weekly newsletter from the site team at Chambers Wharf.

CURRENT AND UPCOMING SITE ACTIVITIES

Location	Activity	When / duration
Riverfront	Installing remaining marine furniture on the river wall (Fenders, Chains, Ladders)	Should finish this month
West side of site	Installation of waterproofing. Continuing drilling works. Removal of concrete blocks continuing	Should finish this month. To last a few more weeks
East side of site	Putting in block paving over the shaft	Until the end of November
East side of site	Finishing works around the kiosk and columns	Into November
Around the site	Hoarding change adjacent to Axis Court	Completed
Around the site	Site clearance	Continues through the Autumn
Cofferdam	Breaking out concrete with excavators	Continues this year
Cofferdam	Removing excavated fill material and stockpiling it with excavators, to all be removed by barge	Finishing by year end
Cofferdam	Divers using thermal cutting equipment	Continues into December
Cofferdam	Concrete Pile removal: 0/33. Preparation has started	Works until end of the year
Marine works	Extracting sheet piles	163/410 fully extracted

Concrete breaking activities will only take place:

- Monday to Friday: 8am - 6pm
- Saturday: 9am - 2pm (starting and finishing an hour later than standard hours)

We endeavour to finish all work onsite by 6pm, but other support activities, such as moving materials and pouring concrete, may continue until 8pm.

Tidally-affected activities, such as cofferdam removal, may take place from 5am to 10pm. This includes excavation, cell dismantling, stockpiling materials, lifting activities plus barge loading and movements. We try to plan our work so noisy activities do not start before 8am or continue after 6pm.

THIS WEEKEND

The site team will be working tomorrow until 2pm. Divers will be cutting piles and the team will be clearing and maintaining the site. The 24-hour onsite security team will be on regular patrol.

COFFERDAM REMOVAL - TIDAL WORKING HOURS

Monday 20 October	7am to 5pm
Tuesday 21	7am to 5pm
Wed 22	7am to 5pm
Thurs 23	7am to 5pm
Friday 24	7am to 3pm

Normal working hours for other activities are:

- Monday to Friday: 8am - 6pm
- Saturday: 8am - 1pm

6. In addition to the above, a CHAWF remaining works programme and information has been issued by Thames Tideway Property Management on the 14th of October 2025. This provides progress on the pile removal and indicates that high noise activity could continue on and off, through to now April 2026; a better situation that the previously reported September 2026.



7. It should also be noted that the ICP makes regular visits to particularly active sites and CHAWF is one of those. A site visit to CHAWF was carried out on Thursday 7th of August 2025 at which time, vibratory pile removal from toe (partial) and complete pile removal by crane, were witnessed from the closest possible locations as representative of residents affected by the works. What was witnessed was the removal of intermediate piles, i.e. every other pile had already been removed. Due to the extra friction likely to be associated with initial pile removal from a complete row, noise levels from the vibratory removal tool are acknowledged as potentially higher.

The recommendations made by the ICP are therefore based upon a review of all the available information including personal on-site observations from site visits. Whilst elements of the current works are acknowledged as being noisy, particularly pile removal or any residual concrete breaking, high levels of noise do not occur all the time and noise from the site is mostly much quieter.

Item 1	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741272
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimant has come back to the ICP requesting: <i>I believe that overnight respite accommodation would be very helpful for me and my family while the noisy construction work continues. This would allow us to rest properly and protect our health and wellbeing. It would also reduce the stress and anxiety that the constant noise causes, especially for my autistic son.</i>

	<i>I need regular sleep and a calm environment to stay healthy. Having access to a quiet place overnight would make a big difference and help us cope better during this difficult period.</i> The Panel has taken all of the available information into account which includes the family's health issues, the location of the property and the revised programme of works which has resulted in a reduction in the intensity of the pile removal works. Accordingly, on the advice of the Medical Specialist, the Panel has determined as a precautionary measure to make an award of two nights overnight accommodation for the months of November 2025 and December 2025, i.e. two nights each month. This will run alongside the existing award which extends until the 31st of December 2025, or until the noisy cofferdam works cease, whichever is the sooner. The on-going works programme will be kept under review by the Panel. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
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-741273
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes. The claimant has now come back to the ICP claiming: <i>There are two elements where I feel mitigation is warranted. 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. As such, my commuting cost is now £32/week. The second element is that we now need a weekly cleaner in our flat at a cost of £60 per session per week.</i> The Panel has considered all of the information available to it including the location of the property and the construction programme. The Panel has determined to make an award of one day of respite a week at the standard rate until the end of December 2025 or whenever the significant noisy cofferdam works are completed, whichever is the sooner. The respite award may be used for travel expenses.

	With respect to the request for weekly cleaning, the Panel is of the view that, having visited the site area on numerous occasions, fugitive dust arising from the site operations is minimal and would not migrate towards the property and is no worse than across other areas within London. The on-going works programme will be kept under review by the Panel. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
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-741269
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes. A previous claim was heard by the ICP at meeting # 290 held on the 12th of August 2025. At that meeting, the claimant was appealing the award of one day a week respite and was claiming two days daily respite per week. The following was determined: <i>The Panel considered all of the information available and has determined that the award is not amended, although it is extended until the end of December 2025, or to when noisy works cease, whichever is the sooner.</i> The claimant was dissatisfied with the above decision and has made a complaint and appeal to the Independent Complaints Commissioner (ICC). The ICC has fully reviewed the case and determined that there were two possible outcomes from the complaint/appeal and process reviewed. These were: <i>1. Conclude that the ICP has followed the correct process and dismiss the appeal; or</i> <i>2. Conclude that the ICP has not followed the correct process and send the claim back to the ICP for re-evaluation.</i> The ICC concluded: <i>In this case I am going to send your claim back to the ICP because the justification for the decision was far from clear.</i>

	The ICP's considered response to the above is provided below. The Panel has reviewed the ICC's response to the appeal and does not agree with the conclusion. The Panel notes that, in an email of the 18th of August 2025 to the claimant from the ICP Secretariat, besides the award decision, there was also a PDF document attached which outlined the construction programme and noted that the Panel's decisions <i>'are therefore based upon a review of all the available information including personal on-site observations from site visits.'</i> Nevertheless, the Panel has once again carefully considered all of the available information and has determined that, based on the location of the claimant's home, and the revised programme of works which has resulted in a reduction in the intensity of the pile removal works, the award of the 12th of August is not amended. The award extends until the end of December 2025 or to when the noisy cofferdam works cease, whichever is the sooner. The on-going works programme will be kept under review by the Panel. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
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-741274
Relevant Tideway site	Chambers Wharf
Decision	AWARDED
Details of the award	The claimant is requested to read the details of the site visit and construction activities on page 1 of the Minutes. The Panel has carefully considered all of the available information and has determined that, based on the location of the claimant's home, and the revised programme of works which has resulted in a reduction in the intensity of the pile removal works, an award is made of one day of respite a week for each family member at the standard cost. The award extends until the end of December 2025 or to when the noisy cofferdam works cease, whichever is the sooner. With respect to air quality and the black dust, noting the predominant wind direction and the material being removed from the cofferdam area, the Panel does not consider that air quality has deteriorated in the area,

	and this is identified and confirmed by the Monthly Air Quality Monitoring Reports which show that particulates (dust) remain at relatively low levels. The on-going works programme will be kept under review by the Panel. Claimants are reminded to read the guidance information below. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> <u>https://www.tideway.london/media/4138/guidelines-for-implementation-of-icp-decisions_feb-2020.pdf</u>
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 13 November 2025