

INDEPENDENT COMPENSATION PANEL

MEETING #295 MINUTES

Purpose:	To determine medical, special cases and compensation claims.
Date and time:	Tuesday 14 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-741270

	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. The Weekly Site Update of the 10th of October 2025 (so from Monday 6th of 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)	While sheet piles are removed, until the end of the month
West side of site	Installation of waterproofing. Continuing drilling works. Removal of concrete blocks continuing	Should finish this month. To last a few weeks
East side of site	Putting in block paving over the shaft	Continues for a month
East side of site	Finishing works around the kiosk and columns	
Around the site	Hoarding change adjacent to Axis Court	Nearly complete
Around the site	Site clearance	Continues through the Autumn
Cofferdam	Breaking out concrete with excavators	Continues in October
Cofferdam	Removing excavated fill material and stockpiling it with excavators, to all be removed by barge	Continues through the Autumn
Cofferdam	Divers using thermal cutting equipment	Continues through the Autumn
Cofferdam	Concrete Pile removal: 0/33	Starts next week until year end
Marine works	Extracting sheet piles	163/410 fully extracted

THIS WEEKEND

The site team will be working onsite, including near Luna House, tomorrow. The 24-hour onsite security team will be on regular patrol.

COFFERDAM REMOVAL - TIDAL WORKING HOURS

Monday 13 October 7am to 5pm
 Tuesday 14 7am to 5pm
 Wed 15 7am to 5pm
 Thurs 16 7am to 5pm
 Friday 17 7am to 5pm

Normal working hours for other activities are:

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

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.

5. In addition to the above, a CHAWF remaining works programme has been issued which indicates that high noise activity could continue on and off, through to April 2026.

6. 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 20th 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.

The Panel is aware of the ongoing works at the CHAWF site both in terms of written information and weekly reports but also from numerous site visits. Whilst elements of the current works are noisy, particularly during pile removal or any residual concrete breaking, high

	levels of noise do not occur all the time and noise from the site is mostly at a lower level.
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Item 1	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741238
Relevant Tideway site	Chambers Wharf
Decision	PART 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 and her daughter are again claiming 2 and 5 days respite and state, outside of the claim form which does include medical information: The Panel is aware of the ongoing works at the CHAWF site both in terms of written information and weekly reports but also from numerous site visits. Whilst elements of the current works are noisy, particularly during 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. The Panel has taken into account the claimants' health issues and the location of their property. Accordingly, the Panel has determined to award two days respite a week for both family members at the standard cost. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. The Panel considered the request for 5 days respite a week; however, the Panel was unable to identify any specific circumstances to warrant a longer period of respite than that awarded. 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-741240
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. This claimant is requesting: <i>Respite provision during the day if noise levels or sleep is required.</i> The Panel is aware of the ongoing works at the CHAWF site both in terms of written information and weekly reports but also from numerous site visits. Whilst elements of the current works are noisy, particularly during 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. The Panel has taken into account the claimant's health issues and the location of their property. Accordingly, the Panel has determined to award two days respite a week for both family members at the standard cost. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. 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-741237
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. This claimant has now come back to the ICP requesting: 3. Request for Mitigation (Respite) <i>I therefore request the extension of the respite accommodation previously provided, which ended in July, to cover myself, my partner, and my children. An extension would provide us with a necessary break from the construction noise and significantly reduce the detrimental impact on our health and well-being.</i> 4. Request for Financial Compensation

	<i>In addition to the mitigation request, I am seeking financial compensation for:</i> • <i>Loss of the quiet enjoyment of my home.</i> • <i>Additional costs incurred due to the disruption (alternative rest arrangements, potential accommodation costs, childcare adjustments, etc.).</i> • <i>Emotional distress and negative impact on my health and family life.</i> <i>I ask that ICP/Tideway assess these damages fairly and provide appropriate compensation.</i> <i>Should my claim not be resolved satisfactorily, I reserve the right to seek independent legal advice and pursue all available legal remedies.</i> The Panel is aware of the ongoing works at the CHAWF site both in terms of written information and weekly reports but also from numerous site visits. Whilst elements of the current works are noisy, particularly during 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. The Panel has taken into account the claimant's health issues and the location of the property. Accordingly, the Panel has determined to award two days respite a week for all family members at the standard cost. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. The request for further financial compensation is not awarded as the Panel does not make such monetary awards. 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-741239
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. This claimant is claiming: <i>2 days respite for my family, would get my children out of the environment of constant digging and noise.</i>

	<i>Get them out of the house and to do activities away from home and get some peace and enjoyment at the weekends.</i> <i>My children would benefit from being out of the area for a few days a week and away for their health and mental health also.</i> <i>A choice of paid activities so my kids are not constantly breathing in the polluted air from the site.</i> The Panel is aware of the ongoing works at the CHAWF site both in terms of written information and weekly reports but also from numerous site visits. Whilst elements of the current works are noisy, particularly during pile removal or any residual concrete breaking, high levels of noise due not occur all the time and noise from the site is mostly much quieter. The Panel has taken into account the information provided by the claimant and the location of the property. Accordingly, the Panel has determined to award two days respite a week for all family members at the standard cost. The award extends until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. The Panel notes the comment about polluted air; however, monitoring of air quality in the vicinity of the site has not identified levels of particulates that are any higher than elsewhere in London. 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 5	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741241
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. This clamant has now come back to the ICP requesting: <i>In light of our medical and well-being circumstances, I am requesting that ICP:</i> <i>1. Include overnight stays within the respite award, to allow my family periods away from the relentless noise and provide meaningful support for both medical care and mental health.</i>

	2. Allow accumulation of daily respite within a week, so that unused portions can be pooled to fund larger respite activities. For example, if we spend £5 on one day and £15 on another, accumulation would allow us to use the full weekly entitlement (£240 for a family of four) for a single, impactful respite activity. <i>The impact of this construction is not minor or occasional. It is a persistent, intrusive, and debilitating problem that has affected our family for nearly a decade. Each extension of works compounds the stress, anxiety, and health risks. It is vital that ICP considers the long-term severity and ongoing nature of this disturbance, rather than treating it as a short-term issue.</i> The Panel is aware of the ongoing works at the CHAWF site both in terms of written information and weekly reports but also from numerous site visits. Whilst elements of the current works are noisy, particularly during 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. The Panel has taken into account the information provided by the claimant and the location of the property. Previously, the Panel determined to make an award of two days respite a week for all family members at the standard cost. That award extended until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. The Panel has considered very carefully the request to accumulate the weekly respite award and has determined that the weekly respite may be accumulated over <u>monthly</u> periods to pay for a single respite activity, noting that such activities should be agreed with Tideway Mitigation in advance. As before, the award is extended until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. 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 6	Notes for the record
Applicant Reference	The Panel considered the information contained in pack 2350-TDWAY-TTTUN-990-ZZ-ZZ-741249
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.

	This claimant <i>would like her current respite to continue until the end of December. Her son has a disability and struggles with the noise from the site.</i> The Panel is aware of the ongoing works at the CHAWF site both in terms of written information and weekly reports but also from numerous site visits. Whilst elements of the current works are noisy, particularly during pile removal or any residual concrete breaking, high levels of noise due not occur all the time and noise from the site is mostly much quieter. The Panel has taken into account the information provided by the claimant and the location of the property. The Panel has determined to make an award of two days respite a week for all family members at the standard cost. The award is extended until the 31st of December 2025, or until the noisy works cease, whichever is the sooner. 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