

INDEPENDENT COMPENSATION PANEL

MEETING #317 MINUTES

Purpose:	To determine medical, special cases and compensation claims.
Date and time:	Tuesday 21 July 2026 08.30 – 09.30 – Loss of Rent case (Teams) (claim 1 only) 10.00 – 12.00 - Special & Medical cases (Zoom)
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 ‘TAP’ means Trigger Action Plan
Document Number:	[tbc]

	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
Details related to the decisions	In determining awards for claimants affected by the Thames Tideway works in the Chambers Wharf (CHAWF) site area, the sources of information described below are considered and updated accordingly with received information. 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. A further dispensation has, however, now been submitted and was active from the 15th of May 2026. Details of this dispensation are as follows and conclude the works at the CHAWF site: This S.61 dispensation application seeks to amend the existing S.61, to cover the following additional plant: 1. Muller MS-48

	2. ICE 1412C The additional plant associated with this dispensation is required because the original equipment (the Dawson PTC-45) has broken down on site requiring it to be returned to the Supplier for repairs. The Supplier is sourcing new parts which will take several weeks to arrive. Further, the original equipment (the Dawson PTC-45) was found to be unsuitable for the removal of certain sheet piles, as such an alternative will be required. A noise survey was undertaken to establish a reference sound level for the Muller MS-48 during typical on-site operation. Based on the survey results, a reference noise level of 108 dB $L_{Aeq,T}$ at a distance of 10 metres is considered representative of the rig operating during sheet pile removal. It was noted during the survey that the measured noise comprised a combination of noise generated by both the rig itself and the vibration of the sheet pile during extraction. An alternative rig (the ICE 1412C) has also been procured to provide an alternative method to extract sheet piles that have refused extraction using the original equipment and is potentially a quieter method for removing stuck sheet piles. A further noise assessment survey will be undertaken prior to commencing works with this rig to confirm that operational noise levels associated with the ICE 1412C are effectively managed and do not exceed those predicted within this dispensation. It is anticipated that the new equipment procured will be more efficient in extracting sheet piles and as such the duration of noisy works associated with vibration extraction will be reduced, as compared to the time required when using the original equipment (the Dawson PTC-45). From a site visit made by the Chair and the Noise Specialist of the ICP on the 10th of July 2026, it was noted that all the piles in the Thames, at least those showing above the water level at the time, had been removed. This ends the remaining significant noisy works at the CHAWF site within the responsibility of Thames Tideway although some minor works will continue which the Panel do not consider to be likely to result in any significant disturbance.
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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-741837
Relevant Tideway site	King Edward Memorial Park
Decision	NOT AWARDED
Details of the award	The claimant is requested to read the details of the site visits and construction activities on page 1 of the Minutes. The Panel considered the latest claim in respect of the property. The Panel noted that the information provided in support of the claim was largely the same information that had been provided in support of

	previous claims and, whilst it supported those earlier claims, it was of no relevance to the latest claim. The situation at King Edward Memorial Park Tideway site was very different in August 2025 than it had been in 2020 when most of the photographs were taken. No recent photographs of the view of the works from the flat have been provided and the Panel is aware that, as of August 2025, all major Tideway engineering works had been completed, and only relatively minor finishing works remained. The Panel was also mindful of the award it made in July 2025 for the period August 2024 to July 2025, which it advised at the time was likely to be the last. The Panel also noted that no recent internal photographs of the flat have been provided nor have any details been provided of the marketing that was undertaken at that time – as a minimum, a copy of the 2025 letting agents marketing particulars would have been of assistance. In view of the relatively minor nature of the works remaining to be completed as of August 2025, the Panel does not consider that these were likely to have had an impact on the rental value of the flat at that time. Accordingly, and in the absence of any relevant evidence to support the claim, the Panel is not minded to make a further award of compensation. <u>If, however, recent relevant evidence is provided, the matter can be reconsidered but the Panel will want to make an internal inspection of the flat as part of its consideration.</u> <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-741837
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	The claimant is requested to read the details of the site visits and construction activities on page 1 of the Minutes. This claimant does have views over the site and the original cofferdam area. The claimant has now come back to the ICP stating, inter alia: <i>I would like the panel to review my case again and consider extending the current mitigation support due to the ongoing impact that the construction works continue to have on my family and ability to work from home.</i>

	The claimant is seeking an extension to the previous award. The Panel has determined that, as the significantly noisy works have ceased on site, an extension of the existing award is not warranted, and no further award is made. <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 an email from the claimant dated 30 June plus 2 videos.
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	The claimant is requested to read the details of the site visits and construction activities on page 1 of the Minutes. The claimant has now come back to the ICP appealing a previous decision to decline a request for a holiday abroad. She states: <i>In light of the ongoing disruption and the new evidence provided, I respectfully ask the Panel to reconsider its decision and award a respite holiday abroad. After enduring years of construction noise and disruption, I believe a temporary break away from the construction environment is genuinely needed to allow me the opportunity to rest, recover, and restore both my physical and mental wellbeing. A period away from the constant early morning noise would provide meaningful mitigation that cannot be achieved while remaining at home, particularly during the summer months when keeping windows closed is not a realistic option.</i> She has provided two videos taken from inside her property where pile removal works are audible. The Panel has determined that, as the significantly noisy works have ceased on site, an extension of the existing award is not warranted, and no further award is made. <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	None

required/actions arising	
Information/action requested from Tideway	None

Item 4	Notes for the record
Applicant Reference	The Panel considered the information contained in the claim form dated 26 June 2026.
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	The claimant is requested to read the details of the site visits and construction activities on page 1 of the Minutes. The claimant has come back to the ICP stating/claiming: <i>I am today writing to the IPC panel to request a holiday/break away for the continuation of noise and disruption from the Tideway construction, located directly in front of my property.</i> <i>This continuing noise is causing me a huge amount of stress, deprived rest and recuperation.</i> <i>Due to my life long disability. You have all this information on file regarding how this impacts myself and my well being. I need some peace, rest, restoration and recovery away from the every day noise and movement on the site. I just can't recover with the constant on going works.</i> <i>I am asking the IPC to consider a holiday/break.</i> <i>I am asking for the IPC to consider the following:</i> <i>£150 per night if you stay within London Zone 1</i> <i>£100 per night if you stay outside of London Zone 1 (or abroad)</i> <i>Meals:</i> <i>£30 per person per night</i> <i>Travel:</i> <i>A maximum amount of £120 per person will be paid for return travel.</i> <i>7 nights break:</i> <i>Accommodation:</i> <i>£100/£150 x adults x 7 nights= £700/£1050 (will be paid on receipt)</i> <i>Meals:</i> <i>£30 x two people x 7 nights = £420 (receipts not required for meals)</i> <i>Travel:</i> <i>£120 x two people = £240 (will be paid on receipt)</i> <i>I am in despair. I need some peace, I cannot rest. I ask the IPC panel to consider all I have stated and my medical evidence submitted on file when making a decision on this request.</i>

	The Panel has determined that, as the significantly noisy works have ceased on site, an extension of the existing award or a holiday award is not warranted, and no further award is made. <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 the claim form dated 14 July 2026 and medical information contained in an email from the claimant dated 16 July 2026.
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	The claimant is requested to read the details of the site visits and construction activities on page 1 of the Minutes. This new claimant is claiming as follows: - <i>Holiday respite- as my son is studying and under pressure due to upcoming examinations at various schools. He's tried his best to tolerate the noise and vibrations, however as this has really affected him I would be appreciative of a change of environment for him to relax (again- as he's been distressed regarding the construction works so hasn't been able to). Additionally, [medical info redacted] I too would appreciate being able to relax where there's no constant noise and vibrations.</i> - <i>Daily respite- able to work and study without any disturbance or take breaks from the noise</i> - <i>Travel- if daily respite is granted.</i> She has provided two videos taken from within her apartment where pile removal works are audible. The Panel has determined that, as the significantly noisy works have ceased on site, no award is warranted. <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	None

required/actions arising	
Information/action requested from Tideway	None

Item 6	Notes for the record
Applicant Reference	The Panel considered the information contained in the claim form dated 17 June and an email from the claimant dated 17 July.
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	The claimant is requested to read the details of the site visits and construction activities on page 1 of the Minutes. This new claimant is claiming: - compensation for money spent outside of the home to facilitate the working space (food and drink I need to purchase in order to work from cafes/restaurants/coworking spaces). - Money towards the purchase of noise cancelling headphones. - compensation for leisure activities to get me out of the house on days when I am not working. She is also requesting back dating any award to the 24th of June due to the meeting delay and the fact that neighbours are receiving payments. The Panel has determined that, as the significantly noisy works have ceased on site, no award is made. Furthermore, no backdating of awards is made accept in very exceptional circumstances and this claim is not an exceptional circumstance. <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 7	Notes for the record
Applicant Reference	The Panel considered the information contained in the claim form dated 17 July 2026.

Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	The claimant is requested to read the details of the site visits and construction activities on page 1 of the Minutes. This claimant has now come back to the ICP stating/claiming: I would like to request consideration for an office space due to a change in my circumstances. Recently, it has become increasingly difficult for me to concentrate because of the significant noise caused by construction work taking place opposite my home. This disruption is affecting my ability to focus during lessons and while studying. I would therefore be grateful if you could review my situation and consider granting me access to an office space. Having a quiet and peaceful environment would greatly support my studies and allow me to participate fully in my tutorials. In addition, I have an important exam coming up soon, which requires a high level of preparation and concentration. Access to a calm and suitable workspace would help me study effectively and perform to the best of my ability. The Panel has determined that, as the significantly noisy works have ceased on site, access to an alternative office space is not warranted, and no award is made. <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 8	Notes for the record
Applicant Reference	The Panel considered the information contained in the claim form dated 6 July 2026.
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	The claimant is requested to read the details of the site visits and construction activities on page 1 of the Minutes. This new clamant is claiming:

	- would like the Independent Compensation Panel to consider awarding the following compensation and mitigation: - Financial compensation to reflect the prolonged loss of enjoyment of our home due to the ongoing construction works. - Daily respite payments or an equivalent award during periods of particularly disruptive construction activity, as suggested within the ICP Guidelines. - Funding for noise mitigation measures, such as noise-cancelling equipment or any other reasonable measures the Panel considers appropriate. - Compensation for the significant inconvenience caused by excessive dust, which has required additional cleaning and prevented us from keeping our windows open, particularly during warm weather. - Recognition of the impact on my wife, who works from home, and our two-year-old daughter, whose wellbeing and comfort have been affected by the persistent noise and dust over a prolonged period. The Panel has determined that, as the significantly noisy works have ceased on site, no award is made. The Panel has noted the claimant's point with respect to dust; however, the Panel members have visited the site and area on numerous times and have not witnessed any significant levels of dust over and above those typical for the London area. <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 9	Notes for the record
Applicant Reference	The Panel considered the information contained in a claim form dated 7 July 2026.
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	The claimant is requested to read the details of the site visits and construction activities on page 1 of the Minutes. This new claimant is experiencing disturbance from the works since the 5th of May 2026 and is seeking two days respite a week. The Panel has determined that, as the significantly noisy works have ceased on site, that no award is made. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u>

	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 a claim form dated 2 July 2026.
Relevant Tideway site	Chambers Wharf
Decision	NOT AWARDED
Details of the award	The claimant is requested to read the details of the site visits and construction activities on page 1 of the Minutes. This new claimant is claiming £100 towards the purchase of noise cancelling headphones. The Panel has determined that, as the significantly noisy works have ceased on site, no award is made. <u>All awards are subject to Tideway's Guidelines for Implementation of ICP decisions.</u> 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*
Graham Parry
 Chair, Independent Compensation Panel

Date 3 August 2026