



**Tideway**

# **HOW TO GET SUPPORT DURING TIDEWAY CONSTRUCTION**

**Where you can get help; the role of the Independent Advisory Service, Independent Compensation Panel, and the Independent Complaints Commissioner explained**



**Tideway is the organisation responsible for delivering the Thames Tideway Tunnel.**

**Building the tunnel is a major construction project and some of our work will have an impact on local communities. We are absolutely committed to keeping this to a minimum. We are using construction techniques and equipment that will minimise disruption and we are also committed to letting you know what work will be happening and when.**

**This leaflet sets out what help and support is available for people living and working close to our sites under our mitigation and compensation policies.**

### **What support is available to me?**

Before construction started we identified properties which are most likely to be affected by the construction works.

We made contact with the owners/occupiers of these properties to see if we could help reduce disruption by undertaking work at their property. In some cases this included fitting secondary glazing to provide additional noise protection while construction work is being carried out. In a small number of special cases, it was more appropriate to discuss the option of temporary re-housing during certain periods.

It's really important that we understand if you feel our works affect you. So if you work shifts, work from home, have a medical condition, are house bound, are vulnerable or are a business suffering a financial loss, please let us know.

## What do I do if I am affected by Tideway's work?

If you would like to explore options for support, there are a number of ways you can get in touch;

- Speak to a member of your local Tideway team. This can be via a Community Liaison Working Group meeting, or you can drop in at one of our Tideway Community Information Centres.
- Phone the Helpdesk on **08000 30 80 80** or email [\*\*helpdesk@tideway.london\*\*](mailto:helpdesk@tideway.london) and tell us what problems you are experiencing and what available support you would like to be considered for.
- You can also contact the Independent Advisory Service (IAS) on **0800 917 8845** and ask about what you could be entitled to. They will be able to help you find out whether you may be entitled to mitigation or compensation. You can also email the IAS team direct at [\*\*info@tidewayias.co.uk\*\*](mailto:info@tidewayias.co.uk)

## Who are the Independent Advisory Service (IAS)?

The IAS team is completely independent from Tideway. None of our staff work for the IAS. Their team of specialists can help you understand your rights and explain the next steps to you.

## What type of mitigation/compensation can I ask for?

This depends entirely on your circumstances and how the works are affecting you. Each case is different. Some residents have requested secondary glazing or blackout blinds for their property, others a brief stay away from the site during the noisy, more disruptive works. It really is a personal decision about what is most appropriate for you.

If you are trying to sell your property and feel that buyers are being put off because of our works take a look at the Exceptional Hardship Procedure. This is available until the end of construction. If you feel your property is affected by ground settlement (*for example if you see cracks in your building that were not there before our construction work started*), please see our Guide to Ground Settlement.

### **Who are the Independent Compensation Panel (ICP) and why do they assess my claim?**

The ICP is a Panel of experts drawn from a variety of disciplines, including noise and vibration, compensation, exceptional hardship, building surveying, engineering and medical matters. They will assess all claims using their experience, knowledge and the evidence presented to them. The work of the ICP is described in Tideway's Non-Statutory Off-Site Mitigation and Compensation Policy. It's important that all claims go to the ICP as this provides assurance that all claims are assessed equally and fairly.

The ICP reviews all claims, in line with the relevant policy, and they will;

- Consider special case claims (*e.g. medical cases proven to be made worse by our construction activities or night shift workers, who may be affected by the works during the day*).
- Assess whether noise, vibration, dust and other construction impacts affect residents and businesses to the extent that they qualify for an appropriate form of mitigation or compensation.
- Assess compensation claims where there is demonstrable loss due to Tideway's construction activities (*e.g. necessary business relocation, loss of rental income*).
- Consider exceptional hardship and settlement claims.

## How can I make a claim and what happens next?

There are a number of ways you can contact us, either through the local community team, or by email to [helpdesk@tideway.london](mailto:helpdesk@tideway.london), call **08000 30 80 80** or by emailing the ICP at [admin@tidewayicp.london](mailto:admin@tidewayicp.london). If you prefer to write you can send your information to **Freepost TIDEWAY**.

As soon as you indicate to us that you wish to be considered a special case, you have four weeks to submit your claim to the ICP.

Please include the following details;

- Your name, address and contact details
- A brief description of how you are affected by the work, this might include how noise levels may be affecting you or members of your family or that you are suffering a financial loss
- Information to support your claim. This will depend on your own circumstances, but could include: medical documents, proof of working hours (*for shift workers*), photographs, financial information etc. Tideway or the IAS team can advise you on this.

## Can I send my claim direct to the Independent Compensation Panel (ICP) without going through Tideway?

Yes, you can send your claim direct to the ICP:  
[admin@tidewayicp.london](mailto:admin@tidewayicp.london)

### **When the ICP has a submission, what do they do?**

The ICP will assess all claims for mitigation or compensation, and they will meet to discuss the claim and supporting evidence.

Once they have made a decision, you will be contacted within ten days.

### **Is Tideway involved in assessing the claims?**

No. All cases are confidential and reviewed only by the ICP.

### **Does the ICP meet privately or in public?**

The ICP meets in private to respect the personal nature of information submitted to the panel and the confidentiality of claimants.

### **How often does the ICP meet?**

The Panel generally meets on the 2nd Tuesday and 4th Tuesday of each month, subject to the availability of the appropriate specialists. Other meetings can be arranged to consider urgent cases, as necessary.

### **What is the timescale from the time I submit my claim until a decision is made?**

The ICP has seven days to review the case before they meet. If they have all the information they need, a decision will be made during the meeting and the claimant informed within ten working days, via email or letter.

## **If I make a claim, can I meet with the ICP to present my case?**

If you have a specific reason for wanting to present your case in person, for example if it contains personal or sensitive information, or if you feel unable to make your case in writing, you can apply to the Chair of the ICP at [chair@tidewayicp.london](mailto:chair@tidewayicp.london) to make a statement before the Panel.

## **What happens to the information I send to the ICP?**

Information is passed to the ICP panel for review prior to the date of the meeting and once assessed, all confidential information is destroyed.

The information originally provided to the ICP by the claimant is kept securely by the ICP administrator, who has sole access.

Minutes of all ICP meetings are published on Tideway's website and all personal information is removed to protect claimants' anonymity.

## **What if I do not agree with the decision made by the ICP?**

If you are not satisfied with the response you receive from the ICP you may contact the Independent Complaints Commissioner (ICC), who will ensure that the correct process has been followed. If it feels this has not been done, the ICC will refer the claim back to the ICP. The ICC's role is to ensure the correct process is followed. It does not have the ability to overturn a decision.

You can contact the ICC at [icc@tidewayicc.london](mailto:icc@tidewayicc.london)

## **For further information**

The work of the ICP and ICC is described in Tideway's Non-statutory Off-site Mitigation and Compensation Policy, which can be found at

[www.tideway.london/media/2290/non-statutory-off-site-mitigation-and-compensation-policy-november-2015-new.pdf](http://www.tideway.london/media/2290/non-statutory-off-site-mitigation-and-compensation-policy-november-2015-new.pdf)

## **Guide to Compensation**

[www.tideway.london/media/2075/compensation-help-and-advice-for-you.pdf](http://www.tideway.london/media/2075/compensation-help-and-advice-for-you.pdf)

## **Exceptional Hardship Procedure Application Form & Guide**

[www.tideway.london/media/2241/exceptional-hardship-procedure-help-guide-and-application-form-december-2015.docx](http://www.tideway.london/media/2241/exceptional-hardship-procedure-help-guide-and-application-form-december-2015.docx)

## **Guide to Ground Settlement**

[www.tideway.london/media/2077/guide-to-ground-settlement.pdf](http://www.tideway.london/media/2077/guide-to-ground-settlement.pdf)

**24-HOUR HELPDESK 08000 30 80 80**

www.tideway.london | helpdesk@tideway.london | Freepost TIDEWAY

**Independent Advisory Service 0800 917 8845**

For our language interpretation service call: 08000 30 80 80

For information in Braille or large print call: 08000 30 80 80