

Mogden Residents' Liaison Meeting



Date/Time: 09 May 2007, 18:00
Venue: Conference Room, Mogden STW
Chair: Richard Aylard, Thames Water

Attendees:

Name	Representing
Alan O'Neile	Thames Water, Local and Regional Government Liaison
Andy Marshall	Bankside Close
Claire Montgomery	Cole Park
James Clarke	Thames Water, Project Engineer
Jane Talbot	Queensbridge (North)
Judy Maciejowska	North St Margaret's
Keith Gardner	Thames Water, Catchment Manager
Keith Knight	St. John's
Maria Ioannou	Thames Water, Communications Consultant
Marianne Welsh	MRAG
Michael Mehta	London Borough of Hounslow
Murray Edwards	Whitton Dene
Nick Fawcett	Thames Water, Project Manager
Phil Hayman	WERFA
Richard Aylard	Thames Water, External Affairs Director
Scott Wilkins	Thames Water, Operations Manager
Shaun Case	London Borough of Richmond Upon Thames
Simon Eaton-Walker	Weaver's Close and MRAG
Suresh Kamath	London Borough of Hounslow
Tony Bull	London Borough of Hounslow
Tony Smith	IVYTAG



No	Item	Actions
1.	<p>Site visit (18:00):</p> <p>James Clarke led the tour around the odour improvement works on the east side of Mogden sewage treatment works.</p>	
2.	<p>Apologies received from: Councillor Barbara Reid, Councillor Matt Harmer, Councillor Paul Fisher, Rachel Addis, Trevor Whittall</p> <p>Suresh Kamath sent Councillor Reid's apologies and expressed concern that this meeting was being held on a day when not one of London Borough of Hounslow's councillors were able to attend. Richard Aylard replied that not all invitees to the meeting will be able to attend the chosen meeting date and that Thames Water sends their apologies to Councillor Reid. Richard Aylard added that Thames Water would make a special effort to find a date for the next meeting that is convenient to the Councillors.</p>	
3.	<p>Odour improvement project</p> <p>Nick Fawcett presented the scope, progress to date and updated photos of the odour improvement project.</p> <p>Michael Mehta asked if acoustic consultants would survey the noise once the silencer to the odour control unit was fitted. Nick Fawcett replied yes and James Clarke confirmed.</p> <p>Murray Edwards asked what the acoustic survey would involve. Nick Fawcett replied that noise surveys would be carried out at the site boundary. Murray Edwards asked if the London Borough of Hounslow would also ensure that Thames Water deal with the noise problem. Michael Mehta replied yes, if the Local Authority were to receive further noise complaints.</p> <p>Simon Eaton-Walker asked if Thames Water monitored the noise off-site. James Clarke replied no, the noise was monitored at the site boundary. James Clarke said that Thames Water was advised that the further the distance from the source of noise the greater the interference from the background noise levels.</p> <p>Simon Eaton-Walker said he believes that the level of noise should be monitored at people's properties.</p> <p>Suresh Kamath said there is better understanding of noise compared with odour and noise level generally reduces with distance.</p> <p>Richard Aylard said if the noise problem is not solved then Thames Water will go back and have another look.</p>	



No	Item	Actions
	<p>Phil Hayman noted that Thames Water were behind schedule on the work to the Primary Settlement Tanks (PST). Nick Fawcett replied that although we are behind schedule on that part of the project, Thames Water are ahead of schedule on the PST covers. Nick Fawcett said that this would not affect the end date of the project. James Clarke suggested that it might be better if the 'Progress to date' bar chart were presented on a linear scale at the next meeting.</p>	
4.	<p>Odour</p> <p>Scott Wilkins introduced himself as Andy de Bell's interim replacement and presented an update on Mogden's odour notifications and the number of complaints received.</p> <p>Judy Maciejowska asked if the number of complaints presented included MRAG's complaints. Maria Ioannou and Keith Gardner confirmed that it did.</p> <p>Andy Marshall said that he had undertaken a questionnaire with the residents of Bankside Close and the results of his survey gave the general impression that over the last six months the odour from Mogden had not improved</p> <p>Richard Aylard asked if Thames Water could explain why the storm water storage tanks were in use recently. Keith Gardner explained that there was a period of wet weather and the flows to Mogden were in excess of the peak flow capacity.</p> <p>Simon Eaton-Walker asked if Thames Water should cover more than two tanks. Keith Gardner replied that Thames Water is covering the first two tanks, as these are the first-fill tanks and take the most odorous material.</p> <p>Claire Montgomery said that come August next year, one thing that will still be left with is some uncovered storm tanks.</p> <p>Murray Edwards said that he is concerned that Thames Water is so evasive about storm tank usage.</p> <p>Keith Gardner explained that Thames Water could not disclosed figures of storm tanks usage due to legal reasons. Richard Aylard said that Thames Water does have to take advise from its lawyers and added that he will approach Thames Water's legal advisers and challenge them, if Thames Water can disclose this information then they will do so.</p> <p>Judy Maciejowska said to approach this request from a different angle and asked why Thames Water could not disclose such information. Richard Aylard replied that there is an ongoing legal case between Thames Water and local residents.</p>	RA



No	Item	Actions
	<p>Marianne Welsh said that around four weeks ago there was a strong odour coming from Mogden and asked what the reason was. Maria Ioannou replied that she would have to check her records.</p> <p>Judy Maciejowska asked if the storm tanks are the largest source of odour. Keith Gardner replied no and added that the olfactometry tests carried out identified the Primary Settlement Tanks as the largest point source of odour. Judy Maciejowska questioned that Thames Water said earlier that the storm tanks were the source of the odour at the end of February and beginning of March. Keith Gardner replied that following investigations the storm tanks were the source of the odour at that time and it was an unusual set of weather circumstances. Scott Wilkins added that residents should remember that the storm tanks are not yet covered. Judy Maciejowska said that Thames Water would not be covering all of the storm tanks. Scott Wilkins explained that Thames Water would be covering the first two storm tanks that are filled. Scott Wilkins added that Thames Water have recently experienced the wettest winter since 2001, followed by the driest and warmest April on record. Richard Aylard said that Thames Water would be discussing the storm tanks later on in the agenda.</p> <p>Suresh Kamath said Thames Water need to ensure that the site housekeeping of the storm tanks is carried out. Suresh Kamath said that an odour notification not going out on time had been raised. Simon Eaton-Walker added the issue over the recent noise notification. Keith Gardner replied that Thames Water raises it hands over the noise notification and Thames Water have amended its procedures. Keith Gardner said Thames Water stopped the noisy work and then notified local residents before continuing with the work. Keith Gardner added that Thames Water does notify as stated in the Odour Management Plan when there is a non-routine operational activity. Scott Wilkins said that Thames Water wants to avoid putting out a permanent notification.</p> <p>Suresh Kamath asked to go back to the housekeeping of the storm tanks and skips. Scott Wilkins said that Thames Water is committed and he will work closely with the Mogden management team. Keith Gardner said that as with any audit on site Thames Water expects there to be corrective actions. Simon Eaton-Walker said that this is happening time and time again and Thames Water needs to pull their socks up. Keith Gardner added that Thames Water welcomes the Local Authority's Environmental Health Officer's visits and undertakes to action their recommendations accordingly. Scott Wilkins said that he is committed to working closely with the team.</p> <p>Claire Montgomery said Thames Water should know when complaints come in what is generating those complaints. Maria Ioannou replied that Thames Water does investigate all complaints that are received. Maria Ioannou added that for example a large number of complaints were received at the end of February and</p>	MI



No	Item	Actions
	<p>beginning of March, which following investigations showed that the increase in odour experienced was due to the use of the storm tanks. Maria Ioannou said that as a large number of queries had been received it was decided to provide further details of the use of the storm tanks during this meeting.</p> <p>Judy Maciejowska acknowledged that Thames Water is working towards improving the situation but said that Mogden is still odorous. Richard Aylard said that Thames Water have not yet finished the Odour Improvement Project. Scott Wilkins added that this is a large-scale engineering project. Richard Aylard said that Thames Water is committed to improving the situation. Judy Maciejowska said that perhaps Thames Water should give up on an expansion.</p> <p>Jane Talbot asked if Thames Water have any figures or case studies to compare the odour improvement project with. Scott Wilkins replied that Mogden is a large site, serving around 1.8million people, covering a large catchment area and is the third largest sewage treatment works in Europe. Nick Fawcett added that Thames Water is employing a specialist contractor and the odour improvement project is state-of-the-art and Thames Water is confident. Jane Talbot asked about the sites in East London. Scott Wilkins replied that the demographics are different. Michael Mehta asked if Thames Water were saying that geographically the sites are different but questioned if the processes were the same. Nick Fawcett replied yes, the processes are the same and added that the odour improvement project is unique. Michael Mehta asked if there were any projects or sites that Thames Water could benchmark the odour improvement project against. Simon Eaton-Walker said that Thames Water could employ their specialist contractors to look into this. Richard Aylard said that there is no point in spending money on a study where there is no direct comparison to be made.</p> <p>Marianne Welsh suggested that residents' opinions are surveyed.</p> <p>Andy Marshall said that at the end of the day the residents were all aware of Mogden sewage works when they moved here but now everyone just wants to improve the situation. Richard Aylard added that attitudes change and people's expectations change. Keith Knight said that he has lived here all his life and the odour has improved.</p> <p>Judy Maciejowska asked what were the other two largest sites. Scott Wilkins said Crossness and Beckton sewage treatment works in East London.</p>	
5.	<p>Mosquitoes</p> <p>Scott Wilkins presented an update on the mosquito surveys and the new mosquito project at Mogden.</p>	



No	Item	Actions
	<p>Tony Bull said that he was glad to see that Thames Water presented the number of larvae sites but on another note, he did not recognise some of the over-wintering sites under the new mosquito project. Keith Gardner replied that this study was based on the advice given to Thames Water by independent entomologists and that he believed that London Borough of Hounslow were part of the project scope. Tony Bull replied that he had not been involved in the scope. Tony Bull added that at the end of the last mosquito audit, he suggested that Thames Water use screen doors to prevent the spread of mosquitoes. Keith Gardner replied that Tony Bull's suggestion has been put forward to the independent entomologists and Thames Water is waiting for a response. Scott Wilkins added that it is probably a matter of practicability and there are Health and Safety issues to consider.</p> <p>Murray Edwards said that the residents look towards the Local Authorities as guardians and asked if Tony Bull was happy with the independent company that Thames Water were using and if they were a good and professional contractor. Tony Bull replied that he was not going to comment on the company but only on the individuals. Tony Bull said that he has been working closely with one of the entomologists since the eighties and said they are very understanding and conscientious. In terms of pest control contractors working on the Mogden site, Tony Bull said that he could not comment because there have been a number of changes, some better than others. Richard Aylard asked that the Local Authorities let Thames Water know of their thoughts.</p> <p>Simon Eaton-Walker stated that some time ago, Thames Water's specialists had assured everyone, in a residents meeting, that every possible step was being taken to address the mosquito problem. Simon Eaton-Walker added that shortly after this, the treatment programme was almost tripled and asked whether Thames Water were therefore confident that the specialists that they employed were giving them the best advice. Tony Bull asked if this related to the figures in the presentation. Simon Eaton-Walker replied no. Both Keith Gardner and Tony Bull were unsure of the tripling in numbers.</p>	
6.	<p>London Borough of Hounslow's presentation</p> <p>Michael Mehta presented the background to the current odour abatement notice. In 2001 the London Borough of Hounslow served Thames Water with the odour abatement notice and after a lengthy legal process, the notice was agreed in 2005. A schedule of works was issued with the notice. Michael Mehta said that he would encourage residents to phone the Local Authority immediately after they have experienced any increase in odour and asked that everyone take this request back to their residents' associations.</p>	



No	Item	Actions
	<p>Michael Mehta said that Thames Water always presents the complaints received at these meetings and that there is a pretty good correlation between the complaints that the council receives and those that Thames Water receives.</p> <p>Michael Mehta said that it would be helpful if the council were to receive all the particular details of the complaints. For example complaining about odour in Isleworth is not sufficient.</p> <p>Michael Mehta said that the London Borough of Hounslow carry out weekly site inspection visits and report back to Thames Water.</p> <p>Michael Mehta said that the Mogden odour monitor readings are up on to the website for the public to see and the London Borough of Hounslow will contact Thames Water to discuss any odour spikes.</p> <p>Michael Mehta said that the odour abatement notice does not include targets as such. The London Borough of Hounslow did take good legal advice and added that there is a huge subjective view to odour. The 'Code of Practice on Odour Nuisance from Sewage Treatment Works' by Defra does not include targets nor does it mention parts per million (ppm) or hydrogen sulphide (H₂S) levels. Michael Mehta added that the Code of Practice does make reference to the FIDOL (Frequency, Intensity, Duration, Offensiveness and Location) factors. The Code of Practice is a recent document, published in April 2006. It is the guidance that the Local Authorities follow to see if there is a nuisance.</p> <p>Michael Mehta said that the targets that the London Borough of Hounslow follow when carrying out their weekly site inspection visits include; reviewing the regular sludge stock levels and if the level exceeds 7,000 cubic metres then action is taken; reviewing the odour monitor recordings of H₂S, which are continuously updated every fifteen minutes, (the trigger level is currently set at 0.025ppm and there is good correlation with the odour spikes and the number of complaints received); and, the London Borough of Hounslow also look at the performance level of the odour control units. Michael Mehta said that these are typically set at 1ppm and these are recorded and monitored.</p> <p>Andy Marshall asked if the reason for having 1ppm at the odour control unit and 0.025ppm at the boundary of the site was because the odour would have reduced by a certain percentage over the distance. Michael Mehta confirmed yes.</p> <p>Murray Edwards asked if the weekly site inspection reports are in the public domain. Michael Mehta replied yes, if requested. Michael Mehta said that the reports are in the public environment, if anyone has a reasonable request to view the documents, they can do so. The inspection reports are hard copy documents only.</p> <p>Michael Mehta said that with regards to the skips his view is that the</p>	



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	<p>skips are not a major source of odour. There are two types of skips; rag skips and grit classifier skips. Michael Mehta said that the rag skips are completely enclosed and do not seem to release any odour. Michael Mehta said that there is no organic matter in the grit skips and these are not odorous and not a major source of odour. Andy Marshall said that during the site tour James Clarke said that there was a possibility of some organic matter in the grit and that these could potentially be an odour source. Keith Gardner said the grit skips do have a potential to be a source of odour but in light of the Environmental Health Officer's comments, the effective management of the skips has meant that they are not considered to be a source of odour.</p> <p>Phil Hayman asked for the London Borough of Hounslow's telephone contact details. Maria Ioannou confirmed that the 0845 9200 800 was Thames Water's contact number. Michael Mehta said residents can contact him on 0208 583 5176. Michael Mehta added that local residents can also email but he prefers to receive phone calls.</p> <p>Richard Aylard asked the London Borough of Hounslow what the escalation process was if the Council noticed that the Thames Water were not acting upon the Council's recommendations following their site inspections. Suresh Kamath replied that there is a process in place and added that weekly meetings take place at an operational level and there are regular strategic meetings.</p> <p>Shaun Case introduced himself as the Environmental Health Officer for the London Borough of Richmond Upon Thames and said he could be contacted on 0208 831 6457.</p> <p>Simon Eaton-Walker asked if the London of Borough of Hounslow could post their weekly site inspection reports on to their website. Richard Aylard replied that he had no objections, as it is being open and transparent. Suresh Kamath said that as the reports belong to the London Borough of Hounslow, they would need to take this request away and think about it. Scott Wilkins added that both sides would review.</p>	SW, SK
7.	<p>Working for a cleaner Thames</p> <p>Nick Fawcett presented the proposed improvement works for Mogden sewage treatment works.</p> <p>Murray Edwards and Marianne Welsh questioned what the existing land was on the presented site plan. Nick Fawcett replied that the land was the existing embankment. Andy Marshall asked if any trees would be lost. Nick Fawcett replied that Thames Water will be retaining the mature trees and planting additional tress.</p> <p>Marianne Welsh questioned what the aboveground structures were on the presented site plan. Nick Fawcett replied that they were the</p>	



No	Item	Actions
	<p>settlement tanks.</p> <p>Richard Aylard said that improvement works would increase Mogden's peak flow capacity to 1064 million litres per day. Judy Maciejowska asked where this increase in flow was coming from, for example if it was from new development. Nick Fawcett said that these proposed improvement works are not due to an increase in sewage from the population and explained that these works are to reduce the frequency of storm sewage overflowing into the river Thames from Mogden.</p> <p>Marianne Welsh asked if residents to the west of the works would be included in the consultation. Maria Ioannou replied that the briefing pack would include residents within a certain radius of the site. Maria Ioannou said that the London Borough of Hounslow would also be consulting with residents. Suresh Kamath confirmed that the London Borough of Hounslow would also be carrying out a statutory consultation exercise as part of the planning application process.</p> <p>Suresh Kamath expressed concern that the consultation was limited to weekdays and suggested that Thames should have staff available on a Saturday to discuss issues with local residents. Marianne Welsh said that she felt that Whitton was being blanked out. Marianne Welsh added that Mogden also affects Whitton residents and that they should be included in the consultation. Richard Aylard said that the public consultation would be extended to Whitton Library and into the weekend.</p> <p>Maria Ioannou said if local resident associations would like to set up separate meetings to discuss the proposed improvements to contact Thames Water.</p>	
8.	<p>Further points raised by residents</p> <p>Keith Gardner presented the use of the storm tanks at the end of February and beginning of March 2007.</p> <p>Simon Eaton-Walker asked if Mogden was bursting at its limits. Scott Wilkins replied that Thames Water was not and that a large number of sewage treatment works are designed to work this way.</p>	
9.	<p>Communications</p> <p>Maria Ioannou presented communications at Mogden.</p> <p>Jane Talbot asked how she could receive email bulletins informing her of the possible increase in odour at Mogden. Maria Ioannou explained that there is a link on the Thames Water Mogden website or send an email to the Mogden email address (mogden@thameswater.co.uk).</p>	



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	<p>Marianne Welsh asked if Whitton residents were included in the distribution of the Mogden newsletter. Maria Ioannou said she would have to check to confirm. Marianne Welsh asked who could attend these meetings. Maria Ioannou replied that representatives attend and anyone can apply to attend.</p>	
10.	<p>AOB</p> <p>Simon Eaton-Walker said that he was not happy that there was an outstanding action from the last residents' meeting for Richard Aylard and Simon Eaton-Walker to meet. Richard Aylard replied that possible meeting dates have now been passed on to Simon Eaton-Walker.</p> <p>Andy Marshall said that the residents of Bankside Close have some trees that are overhanging into their gardens and requested if the trees could be cut back. Keith Gardner said that he would ensure that this would be addressed.</p> <p>Date of next meeting Next meeting is the third or fourth Wednesday in September.</p> <p>Meeting was closed at 21:15</p>	KG