

# Mogden Residents Meeting

## Agenda

Date: Wednesday 27<sup>th</sup> August 2025  
Time: 18:00pm

Venue: Mogden Sewage Treatment Works  
Admin Building  
Main Conference Room

| Item | Description  |
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| 1    | <p><b>Welcome &amp; Introductions (Ashley Book)</b></p> <p><b>Thames Water Attendees:</b> Ashley Book, Makala McCauley, David Chowings, Jack Telfer, John Nicol, Chantelle Dixon, Nick Ward</p> <p><b>Attendees:</b> Cllr Katherine Dunne, Murray Edwards, Barry Edwards, Heather Flint, Domini Bingham, Cllr Alex Ehmann, Cllr Julia Neden-Watts, Cllr John Stroud-Turp, Maggie Thorburn, Nic Ferriday</p>  |
| 2    | <p><b>Purpose of Meeting (Ashley Book)</b></p> <p>First hour of the meeting is to be focused on addressing odour recently, what we are doing proactively and investment. But also, to discuss any concerns and how we can move forward. The remaining time will be spent to address any other concerns.</p>  |
| 3    | <p><b>Mogden Technical Working Group Update (David Chowings)</b></p> <p>The restart of the technical working group started Tuesday 26<sup>th</sup> August 2025, attendees David Chowings, Barry Edwards and Chloe De Banks.</p> <p>Discussion Points:</p> <ul style="list-style-type: none"> <li>- Terms of reference was discussed and drafted, to then be signed off next meeting.</li> <li>- Moving forward attendee list will be extended.</li> <li>- The technical working group will report back to the Mogden Residents meeting.</li> <li>- Overview will of topics to be discussed within the group, Odour will be the first topic.</li> <li>- The next will be H2S, where there was a lot of debate around</li> </ul> <p>Barry Edwards shared the disappointment from the previous group and how the last group operated. However, praised and was very pleased with the balance and David Chowings cooperation within the new group.</p>   |
| 4    | <p><b>Odour Elimination and Proactive Prevention (Ashley Book/David Chowings)</b></p> <p>A very basic and quick overview of how we operate and our response to odour on site. The diagram demonstrates the plans are being built to eliminate odour. However, the product we deal with and majority of operations on site has the ability to cause odour. We have the odour management plan in place, and our focus is mitigating that odour and restricting to site where we can.</p> <p>We have 5 key activities we carry out operationally:</p> <ul style="list-style-type: none"> <li>- Ops rounds – will walk around the site with a focus on anything that can cause odour, which is done twice a day. But we always flexing this for our operational needs</li> <li>- Odour monitors – These are very H2S focused monitors and picking up odour.</li> <li>- Generate an alarm response and our process control engineers will send somebody to that area.</li> <li>- Alarm reviewing - where we have a dedicated employee who is looking for the trends on that software</li> <li>- Site reviews – every morning there is a discussion around the site activities and whether these will have the ability to cause odour.</li> </ul> <p>It was mentioned about the operational incident that happened on site prior the residents meeting on Wednesday. The investigation was ongoing, and we did have spill of sludge, due to sludge overflow, the reasons for this were still under investigation which caused odour and complaints received from MRAG. Which started the cycle mentioned above and quickly rectified in two hours.</p> |

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| 5 | <p><b>Odour Concerns: Current Situation (Ashley Book/David Chowings)</b></p> <p>Odour Concerns raised by MRAG up until 16<sup>th</sup> August 2025 and explanation of table shown on slide. As it was agreed to show that these were looked at and investigated. The date and location were provided, and we cross referenced this with the work our process control engineers routine checks, and any alarms/ odour monitor spikes from that day. The cause will then be written down and the action the engineers have taken</p> <p>It was pointed out that sometimes there may not be a reason for odour or find an issue immediately.</p> <p><b>Action: Barry Edwards suggested to add wind direction to the process controller engineers tracker at the time of incidents.</b></p> <p><b>August Bank Holiday Weekend:</b><br/>Request from MRAG of August Bank holiday weekend, to show if there was any odour concerns over the weekend.<br/>David Chowings said Odour Monitor 12 is under investigation due to the regular occurrence of spikes, but no course of odour found and it is to be checked on the calibration visit in September.</p> <p><b>Action: David Chowings to confirm when the date is.</b><br/>These findings aren't shown in the tables are driven by customer complaints, this is the measures in place when the monitors spike.</p> <p>Thames Water currently hadn't received any complaints over the bank holiday weekend, but it was addressed that over the years, it is a struggle to base the scale of odour on complaints, due to the decline in complaints.</p> <p>A map shown of the placement of all Mogden's odour monitors around site.<br/><b>Action: Odour monitor map to be sent directly to MRAG.</b></p> <p><b>Summary of operational and capital Investment into Odour Elimination for STW, including the current work on site being completed or due to start.</b></p> <ul style="list-style-type: none"> <li>- Summary of operational costs for monthly service plans, Envirosuite etc, focused on to help odour.</li> <li>- Expected to spend over £750,000 on capital investment on the works.</li> <li>- The site inlet works have been funded to be replaced and upgraded, completion expected to be 18 months, for these works just to be completed will be an estimated value of £10million.</li> <li>- A role internally now being fully dedicated to odour on site.</li> </ul> <p>OCU Op Plan: Weekly checks on OCU plant, tec will walk round site with a handheld unit to check the carbon and whether the carbon needs to be changed.</p> <p>Query raised about Biffa and whether they are contracted on set dates to collect skips and the impact of the effect of bank holiday dates. As Biffa will collect skips where the rag is collected.</p> |
| 6 | <p><b>Transparency and Reporting (All)</b></p> <p>Murray Edwards raised concerns over a previous year ago with a Richmond Councillor,</p> <ul style="list-style-type: none"> <li>- Richmond residents struggling to report odour complaints; repeatedly redirected between Richmond, Hounslow, and Wandsworth Councils.</li> <li>- Personal attempt to log a complaint resulted in rejection due to Richmond postcode.</li> <li>- Reporting often blocked by postcode restrictions (Richmond complaints rejected by Hounslow).</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>- Asked for clarity on Richmond's complaint system for odour complaints for Mogden and also a request to add it in to Richmond Council newsletter aswell.</li> </ul> <p><b>Richmond Perspective:</b><br/> <b>Councillor Neden-Watts:</b></p> <ul style="list-style-type: none"> <li>- Issue recently raised by Cllr. Mansfield; being followed up with environmental health officers.</li> <li>- Acknowledged insufficient responses so far.</li> <li>- Committed to further discussions and coordination with Hounslow Council.</li> </ul> <p><b>Councillor Ehmann:</b></p> <ul style="list-style-type: none"> <li>- Richmond does have a general pollution reporting system but not Mogden-specific.</li> <li>- Richmond Council Email: <a href="mailto:pollution@merton.gov.uk">pollution@merton.gov.uk</a></li> <li>- Hounslow operates a dedicated "Mogden" email/reporting process.</li> <li>- Richmond limited in enforcement unless Hounslow fails in its duty.</li> <li>- Richmond will make investigations to what they do in their system and whether more is necessary.</li> <li>- Advocated for <b>a single reporting structure</b> visible to Richmond, Hounslow, and Thames Water.</li> </ul> <p>Barry Edwards raised a concern that all parties involved haven't achieved a resolution in is time attending Mogden resident meetings, but Thames Water has been the most active in trying but still no success.</p> <p><b>Hounslow Perspective</b><br/> <b>Councillor Stroud &amp; Councillor. Dunn:</b></p> <ul style="list-style-type: none"> <li>• Mogden complaints system in Hounslow is issue-specific (noise, odour, dust, smoke).</li> <li>• Acknowledged challenge: odour may affect Richmond but not Hounslow, hence no complaints logged locally.</li> <li>• Suggested coordination and real-time data sharing with Richmond.</li> <li>• Emphasized need to avoid misattribution of odours (some caused by sewer network, not Mogden).</li> </ul> <p><b>Thames Water Contributions:</b></p> <ul style="list-style-type: none"> <li>• Encouraged residents to contact Thames Water first for operational issues.</li> <li>• Supported idea of a joined-up reporting portal with real-time visibility for all authorities.</li> <li>• Raised need for independent verification to avoid conflict of interest.</li> <li>• Agreed to coordinate next steps, potentially through a working group.</li> </ul> <p><b>Action: Ashley Book will take away the action: Richmond, Hounslow, and Thames Water to coordinate on a joint system ensuring transparency and shared visibility. Reporting system for Hounslow and complaint system, due to the lack of funding.</b></p> <p>Barry Edwards raised the point of possibly introducing independent verification. However, Thames Water will need to also follow company process.</p> |
| 7 | <p><b>AOB (All)</b></p> <ul style="list-style-type: none"> <li>- Dead seal in River Crane: reported by residents; being addressed, no evidence of pollution link.</li> <li>- Footpath maintenance: Brambles from Mogden site obstructing path near Duke of Northumberland's River. Thames Water (Jack Telfer) to add to grounds maintenance program.</li> <li>- Feedback from Barry Edwards regarding the meeting outcome, he felt very positive and also very positive initiative. He also felt the technical working group has a very good agenda.</li> </ul>  |