

Mogden Residents Meeting



Agenda

Date: 25TH January 2024
Time: 13:00 – 15:00

Venue: Mogden Sewage Treatment Works
Admin Building
Main Conference Room

Item	Description
1	<p>Welcome and Introductions (Ashley Book)</p> <p>Attending: Cllr John Stroud-Turp (Hounslow), Cllr Guy Lambert (Hounslow), Cllr Katie Mansfield (Richmond), Murray Edwards, Heather Flint, Nic Ferriday, Tony Bull (LBH), Lorien Kelly (LBH) Leroy Phillips (LBH) Ruth Cadbury MP (Virtually) Conor Loughney (TW), Lena Wallin (TW), Josh Callaway (TW), Ashley Book (TW), Gareth Bennett (TW)</p> <p>Apologies: Maggie Thorburn, Cllr Katherine Dunne, Keith Knight</p>
2	<p>Action Review (Lena Wallin / All)</p> <p>Action: Share full assessment on duke of Northumberland from no longer abstracting water for water cooling – It has been deemed that there was no need for environmental impact assessment as the amount abstracted was so nominal it will have no impact on the DOE. Action agreed to close.</p> <p>Action: Re-circulate findings, learnings, and improvements from the Duke of Northumberland flooding which occurred in Feb 21. We have recirculated twice since the last meeting. Josh Callaway presented on the environmental impact of the storms we have had so far this winter how the works has coped and what we have done differently and implemented since the storms in 2021. Including a sample of some of the aggregate that we got in during storm henk (fist size pieces of concrete) Josh outlined the different approaches to dealing with storm conditions. Questions raised from the report. Risk Assessments are they done for this type of event Kids Mill sluice gate good that you have connected to the EA but will you be able to make that connection and the local connection the future? Lena W answered the 2nd question – I have checked with Lewis Elmes our process for informing the EA and he has confirmed its correct. We also have a copy of this in our Waste Operational Control Centre (Kemble based) and in our Process controllers so that in the event this would ever happen again the sluice gate is known about and we will inform the EA. I can confirm that these are systemic processes and arent linked to one person who could be a point of failure. It was also explained that this gate is managed by the EA, so it would be down to them who they shared the key with, we do not have a key here at Mogden, as its unlikely we should have any impact on the DON river. Josh C All events are managed by waste control, then the team here work hard to communicate and rectify and remediate where possible, we have improved processes than in 2021 and we have learnt a lot from the event. Also, the catchment approach helps this, we operate on a risk basis. Ruth C also raised what would have happened with this event if it happened in high tide too, Josh C answered and explained that in high tide the situation would have been worse but</p>

	<p>explained all the work Mogden is doing to work with the emergency services in the area and building relationships if these unlikely events happen.</p> <p>Cllr Guy Lambert / Ruth Cadbury MP – Three are other areas, of the system where high rainfall has a big impact locally and would like to know how Thames Water approach those? LW explained that we work alongside the local authorities to ensure our assets are working effectively and are draining away where they can. With bigger ‘schemes’ these feature in the DWMP and we are aware of the investment needed to stop surface water flooding. Kew Bridge and Brentford High Street have been raised – Lena to take action away to investigate what TW have done with these.</p> <p>Nic Ferriday raised that the questions he raised last time relating to PR24 have not been put on the actions list, LW explained that this was because the team at Mogden were not directly responsible for the answer and the PR24 have come back with a brief response to the questions, but the detail is still unknown at this point. Nic has requested they be included in the actions and discussions going forward.</p>
3	<p>Site Operational Updates including Environmental Update (Josh Callaway)</p> <p>Josh C updated on storm discharges, discussing the billion litres flow to full treatment, we treat 1046mg/l/d and then anything in excess of that goes to storm tanks once the storm tanks are full then it discharges which is under consent with the EA. All discharges from Mogden are consented to ensure local homes do not flood in storm conditions.</p> <p>Discussions were had around capacity of storm tanks, capacity of the works, how Thames water are adapting to climate change and population growth, discussions around the DWMP and how the fit into the catchment working on the network to allow more capacity at Mogden by taking rainwater using SuDs, separating system and more schemes. The nuances of the Mogden catchment that a lot of the sewers are combined systems etc...</p> <p>Cllr John Stroud Turp asked a question about the storm tanks and going deeper, it was explained that asset management are looking 40-50 years ahead to ensure Mogden can continue to operate, whilst going deeper seems like the simple solution there are engineering and operational parameters to this with the storm tanks returning, aswell as the fact that with certain storms there is a need for more storage than the capacity of Richmond park.</p> <p>Heather Flint raised a question about rainwater and why Thames Water cannot build more reservoirs in London specifically East London instead of the Teddington abstraction scheme and why Thames Water are not capturing more rainwater. This promoted a discussion around capturing rainwater and reservoirs it was explained that as part of the scheme another reservoir is proposed in Oxfordshire, the Teddington scheme will supply additional water the east London reservoir. Working with local authorities on more water butts and getting SuDs schemes into new developments too.</p> <p>Josh C updated on plans for the sites and stakeholder visits to the site including the emergency services. Josh C spoke about a recent incident which the emergency services attended within 3 minutes very effective response and issue was resolved promptly and efficiently.</p> <p>Josh C updated on personnel with the appointment of Chantelle Dixon as the Operational Impact Liaison and Jamie Streets as the Area Services Manager. Spoke about drills and how the team are doing monthly drills for different emergency situations which could impact the site.</p>

4	<p>Nuisance Updates (Lena Wallin / Chantelle Dixon)</p> <p>Fly/Mosquito – Chantelle dealing with going forward, there have been no known issues on site, and reduction of actions to just 2 outstanding actions. Tony Bull asked why its taken so long to get the actions down and get the fly killers operational. Chantelle explained that the fly killers have all been replaced it is now just 2 outstanding actions to actually remove 2 old fly killers.</p> <p>Management of skips – deal with around 20 tonnes per day at this site, we have strong house keeping rules around covering skips and Chantelle spearheads this, working closely with BIFFA to resolve issues quickly and promptly so no impact to local community.</p> <p>Customer response taskforce – Ensuring we get back promptly, and the right person investigates issues efficiently.</p> <p>Reporting issues – All issues should be reported to mogden@thameswater.co.uk or called through to 0800 316 9800.</p> <p>Odour – Review of complaints, EHO complaints and then discussion of more odour suppressant units purchased as a lot of work happening on site so to ensure we are doing everything to mitigate possible odour. A known issue with a vent on the main drive which we are currently in talks to fix but quite an engineering problem so being investigated. Odour suppressant units deployed to reduce the impact of this issue.</p> <p>Issue was raised again with complaining to Richmond council about odour at Mogden, Cllr Mansfield advised that this action was taken away from the last meeting and advised all Richmond residents should complaint the same way they would complain about any other matter and Richmond will investigate it accordingly.</p> <p>Ashley Book reminded all residents the most efficient way to complain is directly to Thames Water as it is always harder for us to investigate retrospectively. This can be done directly on the website.</p> <p>Summary of upcoming things at Mogden given by JC including taking T level placements and apprentices at Mogden. Also shared modelling that's being done of the site.</p>
5	<p>Major Projects Update (Eugene Cottrell)</p> <p>Gas 2 Grid – Proud to have commissioned the gas to grid plant, with cadent sign off. Still going through some commissioning and will be run by sgn until we take over in around 3 years and get the internal teams.</p> <p>We have capacity to to pump 900 cubic metres of biometric into the National Grid on an hourly basis so enough to power around 4000 local homes. Helping to get to get to net zero.</p> <p>Overview of resilience works at Mogden including Fibre upgrades, SCADA, Power management system, the new air supply infrastructure on C battery and digesters, upgrading CHP engines, 2 digesters being taken out at a time as the site needs 14 minimum to deal with incoming. Current two looking to complete in October/November.</p> <p>Re-wilding – Group of guides from Teddington have helped to build bird boxes which will be installed in Mogden in the corner that backs on to Reedlees Park.</p>
6	<p>AOB & Close (Ashley Book / All)</p>

	<p>Lorien Kelly (London Borough Of Hounslow) – Has explained that Vicky Wallas has retired as EHO director. Section 106 funding, primarily funds for officers to be on call and for various different equipment, the arrangement is still in place but funds have run out and there will be new world emerging. Inspections will continue, our service hours are quite extended anyway, we are confident that we will continue to respond. We have a tight system in place, so we have a quick turnaround.</p> <p>We are looking for a seamless transition for residents too we have a duty of care, and we will continue but that section 106 the money has gone and was only temporary but cannot continue to be subsidised by the local authority, so the team are working on transition.</p> <p>If anyone wants to investigate doing a walkaround at Mogden then please get in touch with Lena Wallin.</p> <p>Question around Storm Tanks. Maintenance – If we are changing anything or taking them out of service we have to advise the EA. Nuisance/Odour Control – Team will be working on a summer schedule – programme of works to keep amajets working to stop sludge from settling in first place. We are committed to being more on the front foot.</p> <p>Murray Edwards raised a question around the time change of the meeting and noted that in 20 years it hasn't been changed. Lena W explained this was to allow maximum attendance as there are many people who cannot attend the evenings and to reach out to as many people who represent the local community as possible.</p>
7	<p>Teddington DRA Update (Conor Loughney)</p> <p>Conor - The project is still a long way off. Currently halfway through reading consultation notes, noting and monitoring. Enables us to prepare for EIA scoping which we will engage with the LA to ensure we have the correct scope. Publish around Spring in line with response to consultation. Still some way to submitting planning application, due to large number of assessments needed.</p> <p>Teddington project transfer project, transferring raw water up to lea valley in times of drought (75mg/l a day) would need to discharge a balancing amount of water, that would be recycled water from Mogden STW, we would up scale the water and tertiary treat it. Key drivers – enabling London to tackle challenges of climate change. Enable London as a capital to begin to adapt to change in water availability.</p> <p>Heather Flint raised the following questions. Q: Difference between raw water at Teddington and recycled water from Mogden – A: Raw water is water straight out of the river and already meets the requirements to be moved up to the lea valley tunnel, the recycled water is a different quality standard and hasn't had any environmental buffers its high quality as it has been through tertiary treatment but wouldn't meet requirements to travel up the TLT in its directly recycled form. Q: Rights that landowners have to reject proposal such as moor mead park and Ivybridge? A: Within every landowner's gift to not accept, the DCO will look at rights to both parties, whether there is an agreement that can be reached. Appropriate conclusions so far, we are very early stages and we have only just introduced the idea to landowners, We will look to ensure that the project works efficiently and of course it is all landowners right to reject. Q: Who will be making recommendations to Secretary of State Will have to judge outcomes of panel examination in around 2 years once we have been submitted as a application, panel will scrutinise the recommendation and then they will draw up a report and sec of state will then review that and whether there is agreement. That will begin once we have made the submission (around early 2026) once its been accepted, registered parties will be able to register their interest etc.. Will make everyone aware.</p>

Cllr Katie Mansfield raised the following questions:

Q: Could more clarity be given around when we will hear back about the consultation, you have said Spring but that's quite broad.

Conor: Around May (Before London Elections) Specific date has not been decided yet. because we want to try and ensure that the the gap between the EIA scoping and that aren't too far apart so that we can come out and engage on both matters.

Q: Will everyone who has written get a response? And will we get an idea of quantification of the opposition for instance X percent of people were in favour? Or is it about themes and concerns?

Conor: Unsure on that one, I don't think it will be. There will be a consultation report coming out in the interim which will give very broad numbers of people that responded.

Cllr Mansfield raised concerns about the report that if there are for instance 1000 responses and 999 are against, and 1 is for that if the weight and feeling is not shown then there is no indication of the true weight and feeling behind those against/for.

Conor has acknowledged the feedback in advance and agreed to take away.

Cllr John Stroud-Turp raised that he would like a public consultation within Isleworth for the Hounslow residents. Conor has agreed that he will go to the area forum in March.

Cllr John Stroud-Turp has raised further concerns about the shaft in Ivybridge retail park and that it could end up having to be in the ivybridge estate he wants it noted that if this is the case they will be looking for significant investment for the ivybridge estate and the councillors will represent the residents best interests.

Cllr John Stroud-Turp also raised a question about water quality and what was going back into the Thames from Mogden in times of drought and whether the water quality will be impacted by the storm overflows from Mogden and asked for the Teddington DRA team to confirm that there will be no impact on storm overflows.

Conor L answered advising that it would be better quality than what is currently discharged at Isleworth Ait, as it will be treating already treated water.

Gareth B answered the Ivybridge question advising that the ivybridge retail park is the preferred site due to the physical limitations of the project in which it cannot any piled structures due to the depth that they would be likely to be found at and the depth that we are bore in the tunnel at.

If it was the case that we needed to go into the ivybridge estate then of course we would discuss what that looks like post construction as we will with all sites.

Ruth Cadbury MP raised the concerns and pressed on the real impact it would have on the community and road network including cyclists and pedestrians in the area. Also raising concerns from constituents on water quality and storm discharges.

Action (For Teddington DRA) Further water quality reports on impact of the thames further downstream to be shared with Ruth C.

Lena W has called time on the Teddington DRA section, has again committed to ensuring that the Mogden residents meeting is a forum for all things Thames Water but its vital we get to the local meeting and discussions.