

Mogden Residents Meeting



Agenda

Date: 27th November 2025

Time: 18:00

Venue: Mogden Sewage Treatment Works

Admin Building

Main Conference Room

Item	Description
1	<p>Welcome and Introductions</p> <p>Attending: Cllr Katherine Dunne, Murray Edwards, Tony Bull (LBH) & Heather Flint TW Attending: Ashley Book, Lena Wallin & David Chowings</p> <p>Apologies – Ruth Cadbury MP</p> <p>Introductions were made, and the agenda was confirmed</p>
2	<p>Action Review (All)</p> <p>Previous Actions:</p> <ul style="list-style-type: none">• David Chowings reviewed actions from the last meeting.• Terms of reference for the Technical Working Group meetings have been confirmed.• Request to add wind direction into process controller reports and trackers will be implemented by the next meeting.• Odour monitor 12 is now operational and calibrated.• Odour monitor map was sent to MRAG; Murray has been asked to resend this. <p>Joint Odour Reporting System:</p> <ul style="list-style-type: none">• Discussion on Richmond, Hounslow, and Thames finding a joint system for odour reporting.• A joint meeting between the three parties has been suggested to determine the most efficient approach.• Thames Water raised concerns that reports not made directly to TW prevent real-time investigations, making delayed investigations ineffective.• Action remains ongoing to identify the most effective reporting method. <p>Hounslow Inspection Reports:</p> <ul style="list-style-type: none">• Action taken by Cllr Katherine Dunne to review inspection reports.
3	<p>Operational Updates (Dave Chowings)</p> <ul style="list-style-type: none">• Technical review meeting minutes are pending issuance.• Agreed focus areas going forward:<ul style="list-style-type: none">◦ Causes of odour◦ Protocols for odour events◦ Complaint response◦ H₂S trigger levels and thresholds◦ PR strategy and community engagement◦ KPIs and program of works◦ Long-term treatment innovations (50–100 years outlook)• Cllr Dunne queried attendee names; clarification provided on internal TW roles.

Odour Reporting Process

	<ul style="list-style-type: none"> • Process for residents to report odour from Mogden explained: <ul style="list-style-type: none"> ◦ Two options: online or via phone. ◦ No live odour reports received in the last three months; one email complaint from Twickenham. ◦ Emphasis on the need for residents to report odour directly to Thames Water. ◦ Discussion on improving accessibility for reporting odour outside Mogden vicinity. • Online system tested extensively and confirmed operational.
	<p>Staffing Updates</p> <ul style="list-style-type: none"> • Recruitment ongoing for a new Customer Liaison role focused on odour management and community engagement. • Additional vacancies, including shift positions, are listed on the Thames Water website.
	<p>IED Audit</p> <ul style="list-style-type: none"> • Audit conducted on 17 November; three actions raised and are being addressed immediately.
	<p>Odour Spike Logs</p> <ul style="list-style-type: none"> • Engineer logs reviewed; no customer odour contacts in the last three months (test contacts only).
	<p>Contractor Update</p> <ul style="list-style-type: none"> • Schultmay has ceased operations and withdrawn from the Thames Water contract. • Matt Harrow will continue work at Mogden and Iver under a temporary four-month contract while procurement is finalized. • Concerns raised regarding contract duration; clarification provided on procurement process and due diligence requirements. • Confirmation received that Matt Harrow will continue under Entomologica until 2028, with all contracts reviewed in line with standard framework requirements. • Thames Water reiterated commitment to fair and compliant contractor management.
E	<p>Capital Maintenance Update – Dave Chowings.</p> <p>DC went through the slides for the capital maintenance upgrades at the site.</p> <p>The next 4 digesters are due to be upgraded beginning next year, discussed the use of the crane and re-wilding after the digesters have been refurbished. Discussed timelines as currently two digesters have taken 4 years, DC explained this is due to the scaffolding and the crane will help to reduce the time on the refurbishments hoping to get 4 done within 3-4 years.</p>
6	<p>AOB & Close (All)</p> <p>MRAG Statement (Murray):</p> <ul style="list-style-type: none"> • MRAG expressed appreciation for the positive impact since David Chowings assumed the role of Area Performance Manager.

	<ul style="list-style-type: none"> Clarification provided that Barry Edwards is not a member of MRAG; he is an independent Chartered Environmentalist with extensive experience working for government establishments under NDAs. Barry Edwards has previously collaborated with Thames Water & MRAG but has never been an MRAG member. A recent opportunity for Barry to work with Thames Water was considered at board level but declined due to perceived conflict of interest. MRAG emphasized Barry's expertise and questioned who Thames Water plans to engage for future odour and environmental solutions if Barry is not utilized. <p>Odour Concerns:</p> <ul style="list-style-type: none"> MRAG noted that summer 2025 was the worst for odour issues. If similar conditions occur in future, MRAG may seek expert evidence under Section 82 and potentially engage Barry Edwards for his opinion. MRAG reiterated its commitment to collaborative work with Thames Water through the Technical Working Group. <p>Future:</p> <ul style="list-style-type: none"> MRAG requested clarity on Thames Water's plans for odour management and innovations, including interest in roving Jerome monitors. Thames Water confirmed roving monitors are under consideration. <p>Outstanding Action:</p> <ul style="list-style-type: none"> DB to present MRAG with data; Lena to follow up.
7	<p>Meeting Close</p> <p>Meeting concluded with agreement on next steps and confirmation of the next meeting date.</p> <p>Next Meeting / Drop-In will be on the 27th of February 2026.</p>