

Residents' Liaison Meeting



Minutes of Meeting

25 January 2018, Conference Room, Mogden STW at 6pm

Attendees	
Organisation	Name
Thames Water	Mark Mathews (Chair)
	John Penicud
	Ian Ruffell
	Gayle Thomas
	Rob Cullen
	Paul Mallows
	Jason Hearne
	Dimitrios Noltsis
London Borough of Hounslow	Nick Millard
Residents	Natalie Rimington
	Keith Knight
	David Green
	Ellen

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No.	Content	Action	Due date of Action
	<p>At the request of the chair (M Mathews TW) the new residents were welcomed and attendees introduced themselves.</p> <p>The chair outlined the agenda for the evening's meeting.</p>		
1	Review of previous minutes		
1.1	<p>Actions of previous minutes</p> <p>P Mallows (TW) said the update regarding the 3 year maintenance plan will be in the presentation slides that he will present.</p> <p>G Thomas (TW) confirmed that the landlady at the Royal Oak Pub has been kept updated regarding the fence project by Nicola Beale of Eight20. She also said that the action regarding odour complaints is in the presentation slides. She also confirmed that an investigation was carried out by the network side of the business into the sewers on the Northumberland river bridge and Twickenham Road and the sewers were found to be clear and free flowing.</p> <p>M Mathews (TW) said that the "Bin it don't block it" campaign leaflets were sent to all local authorities.</p>		



2	<p>Introduction to Mogden Sewage Treatment Works</p> <p>M Mathews (TW) gave a brief overview of the treatment works. He said that Mogden is surrounded by residential developments and in 2013 the site underwent a major upgrade. He also explained the treatment cycle process on site. I Ruffell (TW) used a map of the site to show location of the odour monitors on site. He also explained the how wet wipes block sewers and causes fatbergs and blockages.</p> <p>M Mathews (TW) said that 50% of the works are run by renewable energy. Ellen (Resident) said that many years ago she could buy the sludge for her garden. I Ruffell (TW) explained that due to regulations it can only be used for certain agriculture practices.</p> <p>J Penicud (TW) explained the assets on site and their locations as well as its purpose. M Mathews (TW) also explained the purpose of the storm tanks and said that if they ever should discharge into the river a notification email is issued to stakeholders. .</p>		
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3	<p>Mogden Technical Working Group</p> <p>M Mathews (TW) explained the role of the group. He said that TW were keen to get the residents involved in the future of Mogden Treatment Works. He said that Prof Stephen Smith from Imperial College has agreed to take on the role of an independent chairman.</p> <p>He also said that they want to work closely with residents and councilors' to get their views as to the most appropriate way to deal with waste water from the Mogden catchment in the longer term.</p> <p>Prof S Smith (MTWG) said that a lot is happening in the sector in terms of technologies and resources. He also said that it is a really exciting time especially sharing and working with the local community.</p> <p>M Mathews(TW) said the objectives of the group is to understand what are the challenges going forward for Mogden in terms of short, medium and longer term.</p> <p>Prof S Smith (MTWG) explained that because Mogden is bound by all the urban development they have to work with what they already have and that is the challenge they face. He said there are multiple issues that all interact together.</p> <p>M Mathews (TW) said that business and homes must also look at what they can do. Not only at Mogden but also in the wider catchment area. He said the government advised them that they need to come up with a long-term plan for wastewater treatment, therefore TW are looking into a long term plan for waste-water treatment at its London sewage works sites and the Technical working group can feed into those plans going forward. He said that he is eager to get the first meeting arranged and anyone interested in joining the group should email the Mogden email address on the slides.</p>		
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4	Operations		
4.1	Current investment works – New Blowers P Mallows (TW) explained the purpose of the blowers on site. He said that they experienced a delay with the 4 th blower but that it is now fully commissioned and put into service. N Remington (Resident) asked if the blower was a replacement for another blower on site as her concern was the noise. P Mallows (TW) explained the function of the new blowers and said that the new blowers are a lot quieter than the old blowers. I Ruffell (TW) said that a noise survey was carried out when the new blowers was installed and the results showed that there were no increase in noise outside the perimeter of the site as a result of the new blowers. I Ruffell (TW) asked that N Remington call in when she experiences any issues with noise again.		
4.2	New Sludge Building P Mallows (TW) gave an explanation of the Surplus Activated Sludge process. He also said that full planning permission was received just before Christmas and the work is due for completion in April 2019. He also gave an update on the odour control unit to the new Sludge building.		

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4.3	The New Security Fence D Noltsis (TW) said that the work has now started on the site side of the river. N Rimington (resident) asked if the fence around the site will be raised due to security reason. D Noltsis (TW) explained that a security assessment was carried out and the footpath was identified as the high risk area. I Ruffell (TW) said that weekly inspections of the fence are carried out and that there is always a team on site. D Noltsis said that they are widening the footpath and that the blind corner at the bend of the footpath will be cut back. He said that they are working closely with ecologists to ensure no wildlife species are affected when cutting back the foliage.		
4.4	Mogden Update - Refurbish and enhancement of Odour Control Units. I Ruffell (TW) said that they upgrading all the odour control units onsite. He said they are also covering additional assets onsite to reduce the release of odours. He said the project is due to finish by mid-March 2018.		

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5	Stakeholder communication & engagement		
5.1	<p>Odour complaints</p> <p>G Thomas (TW) said that since the last Residents' meeting held in September, Mogden had received 6 odour complaints in October, 1 in November and 0 December.</p> <p>N Millard (LBH) said that it is important for residents to also report any complaints to them as they have an officer on duty all the time to investigate the issue. He also confirmed that they had no complaints for December 2017.</p> <p>M Mathews (TW) requested that if residents are out and about and notice an odour they should call us so the monitors on site can be checked. He also said that the number of odour breaches has drastically reduced since 2016.</p> <p>I Ruffell (TW) explained where the odour monitors are situated and their purpose. He also said that if any of the monitors spike it will get picked up by the control room that are manned around the clock. He explained that if a monitor spikes for a certain amount of time it is called a breach and a full investigation will take place as part of the odour management plan. He said that the numbers of breaches are recorded and if compared with the same period in 2016 there has been a 60% reduction.</p> <p>N Millard (LBH) said that the council does a weekly inspection of the site every Thursday and produces a report that gets posted onto the Mogden webpage.</p>		

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5.2	Mosquito Survey G Thomas (TW) presented the graphs. I Ruffell (TW) explained the reason for the spike on the graph. He said that there is a certain type of mosquito that moves into covered areas and hibernates during winter. He also said that it's non-biting specie of mosquito. He explained that when they identify any mosquito activity on site during their surveys a separate team attend and treat the area with approved chemicals.		
5.3	Hounslow & Richmond Local Engagement Forum M Mathews (TW) said that the next forum is on the 22 February. He said that it will be a chance to also meet the water team and hear all about our plans for the next 5 years and the next 25 years.		
5.4	Mogden open day M Mathews (TW) said that the open day is on 24 March, it will be a chance for residents to find out more about Mogden, have a tour of the works, and it will be family orientated.		

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