

Residents' Liaison Meeting



Minutes of Meeting

20 April 2017, Conference Room, Mogden STW at 6pm

Attendees	
Organisation	Name
Thames Water	Richard Aylard (Chairman)
	Nigel Watts
	Mark Mathews
	Richard Dennett
	Gayle Thomas
	Ian Ruffell
	Paula Walker
	Rob Cullen
	Yogesh Bhide
	Dimitrios Noltsis
Public Representatives	Cllr Ed Mayne
London Borough of Hounslow	Gerry McCarthy
	Tony bull
Richmond Council	Andrew Gordon
MRAG	Barry Edwards
Resident	Keith Knight

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No.	Content	Action	Due date of Action
1	<p>At the request of the chairman (R. Aylard) all attendees introduced themselves. The new Customer & Stakeholder Manager (Gayle Thomas) and new Operations Manager at Mogden (-Ian Ruffell) who has taken over from Richard Dennett were introduced.</p> <p>The chairman outlined the agenda for the meeting.</p>		
2	Review of previous minutes		
2.1	There were no actions from previous minutes		
3	Operations		
3.1	<p>Scheduled Work</p> <p>R. Dennett (TW) gave an overview on further developments on site.</p>		
3.2	<p>Blower House & Air Main:</p> <p>R Cullen (TW) said that the new Blower is more efficient in feeding air to the aeration lanes. He explained that acoustic lagging will be completed in the next 2 weeks to resolve the issue with noise. He further advised that the planned completion date is September as they are still waiting on the 4th engine.</p>		

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	<p>E Mayne (Cllr) said that the noise from the blowers was very disappointing and wanted to know why this wasn't taken into account.</p> <p>R Cullen (TW) explained that this was unforeseen and that the lagging was put in place to mitigate the noise.</p> <p>B Edwards (MRAG) wanted to know if the figures from the survey met the criteria.</p> <p>R Cullen (TW) said he did not have the exact figures but will take it away as an action.</p> <p>E Mayne (Cllr) said that he was happy with the time it took for us to put a measurement in place to reduce the noise.</p> <p>B Edwards (Cllr) asked G McCarthy (LBH) if complaints can be made to the council regarding the noise.</p> <p>G McCarthy (LBH) advised that it can be made.</p>		
		Action for R Cullen	
3.3	<p>Flue stack update:</p> <p>R Cullen (TW) provided an update on the Flue Stack. He explained that the anticipated reduction of emissions was 70% but results show 80% has been achieved. A more detailed survey is underway and expected to be favorable.</p> <p>R Dennett (TW) confirmed that the results of the survey will be sent to the London Borough of Hounslow.</p>		

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4	Mogden update		
4.1	<p>New Fencing</p> <p>D Noltsis (TW) explained that due to government legislation we need to improve the security on site. This includes widening of the path for a better cleaner feel. He said that a new fence will be erected and the foliage cleared which will allow space for maintenance and cleaning.</p> <p>R Aylard (TW) asked if G McCarthy (LBH) was aware of the discussions with the council regarding the footpath. G McCarthy (LBH) said that he was not part of this discussion.</p> <p>B Edwards (MRAG) said he was concerned about not having emergency points along the footpath. Y Bhide (TW) explained the reason behind the project being security for the site. D Noltsis (TW) said that there is an emergency buoy and that the emergency gates operated by push bar, He agreed to look at the option of additional emergency points.</p> <p>E Mayne (Cllr) said that it was a great project, but wanted to know why now? R Aylard (TW) explained that we are required by Government to upgrade our key sites with enhanced security measures.</p> <p>E Mayne (Cllr) said that the footpath is very well used and that the council together with Thames Water should put up additional information boards to inform residents that the council and Thames Water are working together to improve the footpath. He also mentioned that the existing information boards are out of date.</p>		
		Action for D Noltsis	

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5	Stakeholder communication & engagement		
5.1	<p>Odour complaints:</p> <p>G Thomas (TW) announced that since the last Residents' meeting held on 29 September 2016, Mogden had received 0 odour complaints in October, 2 in November, 7 in December, 5 in January, 9 in February and 5 in March. She explained that there were issues with the digester roofs operating higher than normal and that the pasteurization area and the Odour Control Units are not performing as they want. She further advised that they're in the process of changing the carbon filters earlier than expected.</p> <p>B Edwards (MRAG) asked for improved communication. He said that Steve Taylor (MRAG) requires more detailed information regarding operational activity when odour complaints are received. For example what was the cause of the odour, where it occurred, how long it lasted and what measures are being undertaken to address the odour.</p> <p>R Aylard (TW) confirmed that we will provide as much information as possible.</p>		
5.2	<p>Notifications:</p> <p>R Aylard (TW) explained that we had issued 2 notifications since Gayle Thomas (TW) joined the team.</p> <p>On 21 March we had a small gas leak and on 18 April we were carrying out some remedial work on our Odour Control Unit.</p> <p>G McCarthy (LBH) said that they received a complaint before we sent the notification. R Aylard (TW) gave the assurance that going forward notifications will be sent before the work commences.</p>		

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5.3	<p>Mosquito Survey:</p> <p>G Thomas (TW) provided an overview of the mosquito surveys undertaken on behalf of Thames Water by entomological consultants. Adding that during the summer months surveys took place every week, whilst in the winter months the surveys took place once every second week. The graphs show an increase of adult mosquitoes due to the warmer weather.</p> <p>R Aylard (TW) asked about the next action. R Dennett (TW) confirmed the protocol is fine and that there are no risks.</p> <p>R Aylard (TW) asked T Bull (LBH) for his comments as this is his area of expertise. T Bull (LBH) explained that during spring there will be an influx of adults and that it is nothing to worry about.</p> <p>G Thomas (TW) advised that they've started the surveys under the summer schedule as the weather has been warmer recently. She also confirmed that the annual mosquito leaflet has been sent to the residents.</p> <p>B Edwards (MRAG) said that he did not receive the leaflet and R Aylard (TW) assured that it was sent via Royal Mail.</p>		
6	<p>CSR at Mogden STW</p>		
6.1	<p>Mogden ecology:</p> <p>L Blake (TW) gave an update of the current ecology initiatives on site informing the group of the enhancement of the river Duke of Northumberland, eel monitoring, swift boxes and fish passes.</p> <p>B Edwards (MRAG) asked about the badgers on site.</p> <p>L Blake (TW) said that there is a wild-life camera to capture any image of badgers on site.</p>		

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6.2	<p>Community Engagement:</p> <p>L Blake (TW) informed the meeting of the latest community engagement activities at Mogden; this included a site tour for the London School of Hygiene & Tropical medicine and for the Friends of the River Crane Environment.</p> <p>E Mayne (Cllr) thanked TW for the funding and work on the River Crane and said it would be great to get more local charities involved.</p> <p>L Blake (TW) said FORCE is taking a lead on most of the work and is working in partnership with TW. She said that she is planning a cleanup that will include the team of Mogden to continue relationship building.</p> <p>E Mayne (Cllr) asked if the Crane partnership steering group and TW can work jointly and to stay in partnership with FORCE as TW is doing a good job with the river. L Blake (TW) confirmed that TW will be staying an active partner.</p> <p>Local Engagement Forum</p> <p>L Blake (TW) informed the group in advance of our next price review in 2019. TW will be holding a local engagement forum in Twickenham the evening of 22 June 2017 and that formal invites will be sent out.</p>		
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7	AOB.		
	<p>B Edwards (MRAG) asked that the agenda be altered so that the 'stakeholder' part of the agenda includes an update on -the Technical Working group.</p> <p>N Watts (TW) said that he will contact B Edwards (MRAG) to set up the meeting and that this will be fairly soon.</p> <p>B Edwards (MRAG) mentioned that he was pleased with the approach of TW and the collection of odour-reduction data. He said he was pleased with the results and it was better than expected. He believes that by TW and the community working together will ensure a positive outcome in relation to avoiding future Abatement Notices. He said he is looking forward to progressing the work</p> <p>T Bull (LBH) asked about the contract of the entomologist R Dennett (TW) advised that the contract is at the final stage waiting to be signed off.</p>	<p>Action for I Ruffell</p>	
	<p>Next Meeting: The next Resident Meeting will be held on 29 June 2017.</p>		