



Thames Water

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Ham Island Sewage Works, Old Windsor

Dear Cllr Dawson,

Thank you for finding the time to meet us on the 1st February. It was helpful to be able to discuss your concerns about Ham Island Sewage Works (STW) and development being planned in the Parish. I hope you found our responses helpful and we were able to reassure you that we take residents' concerns seriously and are doing our best to address them. You asked for a summary of the investment we are planning at Ham Island STW, which I summarise below.

Bridge strengthening

We have previously confirmed that the bridge to Ham Island comes under our ownership. Following a structural assessment of the bridge by our design team we have concluded that structure strengthening of the bridge is required. The focus of the strengthening and repair work will be on the underside of the bridge. We would like to start this work later this year and have it completed in 2017.

Removal of land treatment area and installation of new pipe to River

At the STW we do note that one of the key concerns from residents in the past has been odour and land quality from the storm land treatment area. To address this concern we are investing in a direct main to take the storm water from the STW storm tanks to the River Thames, thereby avoiding the need for the storm land treatment area. The design for this work is well underway and we would like to have the pipe installed and completed by the end of this year, subject to the improvements to the bridge. Once the pipe is in place, in accordance with Environment Agency good practice guidance, we will install monitoring equipment to provide data on storm flows from the STW to the river. We would be happy to share and summarise this data once the monitoring equipment is online.

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As we finalise our designs for installing the pipe our consultants have been undertaking environmental studies to assess the route and construction methodology to minimise our working activities. A key focus has been on collecting ecological and archaeological survey and datasets. We would be happy to share our findings with you so that it can help inform your Neighbourhood Plan.

Tertiary Treatment Plant

We are currently trialling a pilot tertiary treatment plant at the STW with a view to upsize this to a full tertiary treatment plant should the trial be a success. The tertiary treatment helps to remove suspended solids in the sewage treatment process, thereby helping us to meet our water quality requirements set within our EA permit. Results thus far indicate that the pilot plant is having a positive impact upon effluent quality. As such, we are currently designing a larger, permanent installation. As with the outfall pipe, installation timing is dependent upon the refurbishment of Ham Island Bridge.

The above are the 3 main items for investment at the STW in this current Business Plan which runs until 2020. However we continue to invest in the STW with day to day operational maintenance to ensure the STW meets its environmental permits.

As we gear up for this investment over the next 2 years we believe this should go hand in hand with strengthening our liaison with the Parish and residents so that they are kept up to speed with our planned construction work. We therefore very much welcome the suggestion proposed at the meeting to regularly engage with the Parish Council. We would like to work with the Council to ensure that the operation of the STW is sympathetic to the unique environmental and heritage status of the island and, to the needs of the residents. David Harding from our Customer and Stakeholder team will be in contact with you to liaise on this.

The Old Windsor Neighbourhood Plan

We work closely with District and Borough Councils, including the Royal Borough of Windsor and Maidenhead to understand future growth areas and the potential impact on our service through the local planning processes, including the drafting of Development Plans. We also look to work closely with Parish Councils on the drafting of their Neighbourhood Plans, especially for designated Neighbourhood Planning Areas which cover locations where we have sewage works or water treatment works. Therefore we welcome the dialogue to date we have had with the Parish on the draft Neighbourhood Plan and its supporting evidence base.

We would very much like to continue to develop our relationship with the Parish Neighbourhood Planning team as they finalise their Neighbourhood Plan. In particular we consider it would be helpful if we could have a further technical session with Ian Jenkinson from the Stillwell Partnership to review the drainage

report Ian has produced. Our wastewater asset and modelling team have reviewed the latest version of the drainage report and they are concerned that there remain a number of inaccuracies within the document. To ensure the Neighbourhood Plan is a success, and based on a solid and robust evidence footing, I believe it would be both in the Parish and Thames Water's interest to see these inaccuracies addressed. For example it was clear at the meeting that both Thames Water and the EA consider that the STW has sufficient capacity at present, and in particular that there are no current grounds for expansion in storm tank capacity at the STW.

Given the above, we are of the view that it would be very difficult to sustain an approach in the Neighbourhood Plan which concluded that no new wastewater flows should be allowed into the catchment until storm capacity in the STW is increased (as currently suggested in the Stillwell Partnership drainage report). With this in mind I would recommend that the drainage report is updated to address the inaccuracies and that it highlights the investment proposed in this letter.

Our approach for major development is to encourage developers to consider water and wastewater holistically through the preparation of integrated water and wastewater strategies early on in the planning process. These strategies provide a focus for designing sustainable water and wastewater infrastructure at a strategic, communal and individual project level. This can include innovate sustainable drainage like greywater recycling plants. We welcome the support for sustainable drainage expressed by Ian Jenkinson and we hope you will support us in this area and consider such wording in your Neighbourhood Plan.

Finally, we do note the concerns expressed at the meeting regarding fluvial and groundwater flooding in the local area and the subsequent risk of flooding at the STW site. We will keep the flood resilience of the STW under review.

Thank you again for arranging and hosting the meeting on the 1 February. I trust the above is helpful and sets out a useful summary of the actions from the meeting and a way forward. I look forward to hearing from you in due course, but in the meantime please do not hesitate to contact me if you would like any further information.

Yours sincerely,



Mark Mathews
Town Planning Manager