

Mr George Mayhew
Corporate Affairs Director
Thames Water

20 October 2021

Dear Mr Mayhew,

I am writing to you in my capacity as Chair of the Overview and Scrutiny Committee to set out the conclusions and recommendations of the committee members after the extraordinary meeting of 11 October 2021. I would like to thank both you and Mr Hagger for attending.

The meeting was arranged to give residents the opportunity to ask questions and share their experiences of the flooding on 12 July 2021. Representatives from Thames Water and Ofwat were invited to attend the meeting to hear from residents and councillors. I have set out below the recommendations of the Overview and Scrutiny Committee.

- At the meeting residents described their experiences on the evening of the flood, the days afterwards, their current circumstances, and the state of their homes. I consider that it is essential for members of the Independent Review to hear those residents to understand the full scale of the flooding and its dreadful impact on them. I have included below the link to the recording. [Extraordinary Meeting of the Overview and Scrutiny Committee on Flooding - 11 Oct 2021 - YouTube.](#)
- The timeline for the Independent Review Report was raised by residents and councillors and, at the meeting, you suggested this would be the end of April 2022. I would like you to confirm in your response to this letter that this is indeed the end date. However, I consider that it is not acceptable for residents and businesses to wait until the Independent Review outcome to get assistance from Thames Water. Thames Water should consider any assistance that they require following the flood.
- The Committee would like you to provide an update on the progress and initial findings of the Independent Review for its meeting on 16 December 2021. Thames Water will be invited to another meeting of the Committee early in 2022.

- Residents complained that, during the flooding event, it was difficult to contact Thames Water by phone and email. I acknowledge that you agreed with our residents in that point and said that Thames Water had taken immediate action to solve this. However, I would like to reiterate that it is essential for Thames Water to improve its contact procedures.
- It is clear from events and experiences described at the meeting that the sewer capacity is not equal to the task. This was well known by Thames Water for years and not enough has been done to address it. In your response we would like you to commit to an increase in sewer capacity. Climate change will only increase the likelihood of severe storm events and we want our residents and businesses to be protected against them

I look forward to receiving your response to these recommendations.

Yours sincerely,

Cllr Marie-Therese Rossi
Chair of the Overview and Scrutiny Committee