

Thames Water’s reputation going down the drain

3 February 2024



Thames Water’s spending on infrastructure is “woefully inadequate”, its behaviour a “disgrace”, and direct lines of communications to MPs “unhelpful” – a meeting into the “largest ever” water outages in “recent history” heard.

Last November tens of thousands of homes in and around Guildford and Godalming were left without water when the utility company failed to deal with the impact of Storm Ciarán. Some 20,346 homes were cut off for more than three hours, and 14,520 for 12 hours or more hours – including hospitals and schools.

So far Thames Water has paid out £1.7million pounds in compensation to those impacted.

The outage led to chaotic scenes as people became increasingly angry with the privately owned water company, with reports of staff and volunteers being verbally abused and spat at.

Addressing the Tuesday, January 31, meeting of Guildford Borough Council’s overview and scrutiny committee was Thames Water’s Paul Wetton. He said it was “By far the largest ever we’ve had to manage in recent history”.

The utility company, which reported an 11 per cent increase in its underlying revenue in its interim 2023/24 accounts to £1.2 billion, needed up to 16 tankers to prop up the network in order to feed water directly to cut off hospitals during the outage. It also delivered 750,000 litres of bottled water to customers described as “priority”.

Thames Water’s Tess Fayers acknowledged the huge disruption and apologised for all the impacted homes, businesses and other critical operators such as hospitals and schools that were cut off. She said: “I’m also aware that there is also a sense of heightened unease about the water supply with a number of issues being raised to us recently which can’t be very helpful to the community. We are here because we are committed to putting things right. We want to make sure we do the right thing by the community and provide you with a constant supply of water.”

Guildford is prone to water problems. All the water available to residents is on a closed network. So if there are problems, extra resources cannot be brought in. Most of the water that goes into the network comes from the ground with the remaining 40 per cent drawn from rivers before being treated for human use. Daily demand sits at around 50 megalitres, the equivalent of 50 million bottles of water. The system essentially runs at maximum capacity with new water being drawn in to replace what is going out. When the power at the processing plants went down during Storm Ciarán, that process stopped and the water ran dry.

People on the tops of hills were impacted first and the last to be restored. Capacity in Guildford is so tightly packed that it’s difficult to find the capacity to enable the investment, the meeting heard.

Tess Fayers said: “Communications were bland, lacked technical information that we should be more bold putting forward.” She added: “Not telling our customers does not help and leaves more people in the dark. Another thing we learned, in all honesty, it’s sometimes unhelpful to have a line of communications running between ourselves and potentially a member of parliament – which doesn’t always allow us to manage the message in the best possible way.”

To improve matters, the meeting heard, an “enhanced” leadership team has been put in place and investment is being made, although capacity issues complicates the matter.

Councillor Danielle Newson (LD, Tillingbourne) said: “Your infrastructure spending is woeful completely inadequate. Telling us you can’t actually tell us what you know is just disgraceful when we are paying your bills and your bonuses.”

Deputy leader of the council, Cllr Tom Hunt, said: “I just wonder how many residents in Guildford or Waverley would choose Thames Water today.”

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Maintaining business standards in Surrey

3 February 2024



Residents are encouraged to do their research and always look for reputable and recommended tradespeople before having any work done on their property.

Buckinghamshire and Surrey Trading Standards is pleased to announce a partnership with United Knowledge Ltd to provide its ‘Trading Standards Approved’, trader’s scheme.

The collaboration marks a significant milestone in the efforts to enhance consumer protection, promote fair trading practices, and ensure businesses in both counties adhere to the highest standards of excellence. It will also enable trading standards to support residents who are scammed or targeted by rogue traders by supplying a safer choice.

UKTSA offers a list of local businesses who have each given a commitment to trading fairly.

The scheme aims to support both local businesses and consumers, providing honest traders with a way to be identified and therefore stand out from the crowd.

From February 2024, residents will be able to find a Trading Standards Approved trader, introducing an added sense of confidence with the reputable accreditation.

The scheme is able to include a diverse range of trades and businesses, whether consumers are in search of a trustworthy plumber, pest controller, landscaper, electrician, or any other contractor.

The partnership between Buckinghamshire and Surrey Trading Standards and UKTSA is aimed at creating a more transparent and trustworthy marketplace for businesses and consumers. Through the implementation of rigorous standards, and continuous monitoring, both counties will be able to identify and address any potential issues or breaches of trading regulations promptly.

Councillor Kevin Deanus, Cabinet Member for Fire and Rescue and Resilience at Surrey County Council said: *“Our Trading Standards team is committed to protecting consumers and supporting legitimate business in Surrey. Honest businesses are also victims of rogue traders when their trade is linked to dishonest practices and their reputations tarnished. This collaboration will strengthen our ability to protect consumers and support businesses in our counties. Together, we can ensure fair and ethical trading practices, enhance consumer confidence, and contribute to the growth and prosperity of our local economies.”*

Paula Hines from United Knowledge Ltd said: *“We are pleased to welcome our new partners on-board. We are looking forward to working with Buckinghamshire Council & Surrey County Council and the local business communities to make this scheme a success.”*

Steve Ruddy Head of Trading Standards at Buckinghamshire and Surrey Trading Standards said: *“Schemes such as this offer additional protection to residents as well as clear procedures for resolving problems, which benefits both residents and businesses. Trading Standards always advises residents to get a range of quotes from reputable traders through trustworthy sources such as the new Trading Standards Approved trader’s scheme. The scheme gives people access to a list of reliable traders that have been vetted and approved by to ensure that they operate in a legal, honest and fair way.”*

Residents who have experienced problems with tradespeople or companies to report it to the **Citizens Advice consumer helpline**. The helpline takes all enquiries on behalf of Trading Standards across England and Wales and will pass your report to the relevant Trading Standards team.

Business operators can visit the **Trading Standards Approved** website to find out more about the registration process and joining fees.

Consumers can search the register [HERE](#) on the UKTSA website

Drills in the Hills lawful

3 February 2024



Oil drilling near the Surrey Hills can proceed after the Court of Appeal dismissed a legal challenge to stop fossil fuel extraction from Dunsfold.

Climate emergency campaigners are still hopeful that the fight is not over – despite running out of road as far as court challenges are concerned.

UK Oil and Gas (UKOG) originally applied for planning permission to sink exploratory wells into land next to the Surrey Hills Area of Outstanding Natural Beauty (AONB) in 2020. The plans were refused by Surrey County Council but overturned by the Secretary of State the following year.

The legal labyrinth continued when a further appeal, launched by Waverley Borough Council and Protect Dunsfold, won the right to a Judicial Review in March 2023.

When this failed to overturn the decision, Protect Dunsfold applied for permission to appeal the findings. On Tuesday, January 9, a judge found they had no chance of the decision being changed and refused them the right to carry on appealing through the courts.

Oil firm UKOG hailed the decision as being “fully in keeping with the government’s hydrogen, energy security and net zero strategies”.

Its chief executive Stephen Sanderson said: “We are pleased that Lord Justice Stuart-Smith has once again dismissed the legal challenge to our Loxley project and has confirmed that its planning consent is entirely lawful, as the company and its counsel has maintained. We believe that a successful project will be beneficial to local and national level energy and economic interests and is fully in keeping with the government’s Hydrogen, Energy Security and Net Zero strategies.”

Law firm Leigh Day represented the campaign group. Their solicitor Ricardo Gama, said: “Protect Dunsfold are extremely disappointed by the Court of Appeal’s decision not to allow their appeal to go ahead. Their appeal would have tested whether a government minister was right to grant planning permission for gas exploration in Dunsfold when on the very same day he refused planning permission for gas exploration in Ellesmere Port because of the amount of greenhouse gas that would be emitted.

They say that that decision makes a mockery of the planning system because Ellesmere Port would involve less greenhouse gas emissions than Dunsfold.

Though defeated in court, it may not be the end of the battle as the some of the access land surrounding the site is owned by Waverley Borough Council and any moves to make it wider – in order to accommodate large vehicles needed to drill and transport oil could need council permission.

Waverley Borough Council has consistently expressed opposition to plans for oil and gas exploration at Loxley Well – which is home to Red Listed birds and other protected species.

The council has also said drilling at the site would have “disastrous consequences for the community, local wildlife and the wider landscape”.

Councillor Steve Williams, Waverley Borough Council portfolio holder for environment and sustainability, said: “At every stage in the long and tortured history of this planning application, local people have demonstrated their overwhelming opposition to any exploration for hydrocarbons at Dunsfold. If drilling goes ahead there will be damaging impacts on the landscape, wildlife, local businesses and residents, while nothing to the local economy.

“More importantly, it simply kicks the can of the climate emergency further down the road. We are living through a time of unprecedented climate impacts and need an immediate shift in national policy away from fossil fuels. We are either serious about addressing global heating, or we’re not.”

Councillor Paul Follows, Leader of Waverley Borough Council, said: “Onshore extraction of fossil fuels is totally incompatible with the Climate Emergency declared by Waverley Borough Council, Surrey County Council, and our national government. The UK needs to rapidly increase our investment in renewables, where we are in danger of losing our position as genuine world leaders.

“We should focus on energy generation by cost effective and sustainable methods such as solar and offshore wind, and stop ripping up the Surrey Hills in pursuit of oil and gas. The judgement today is bad for local communities, bad for the local environment, very bad for the planet and sends a message to future generations that we simply don’t care about them.”

Image – illustration only

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Gatwick 2nd runway sneaking in?

3 February 2024



Protesters against the expansion of Gatwick airport have said a new consultation on planning changes is an attempt to “sneak” a second runway through the back door.

Gatwick Airport is polling residents about changes it wants to its multi-billion pound expansion plans.

The operator wants to double capacity and create the equivalent of a second Heathrow Airport in the south east by creating a fully functioning two-runway airport capable of handling 75 million passengers a year and space for an extra 100,000 flights.

The bid is due to be examined by planning inspectors during a six-month hearing, expected to conclude in June 2024. These last minute tweaks by the airport will be submitted it says after the public has its say.

Critics however argue the changes are anything but minor and the timing of the changes could result in people who have already had taken part thinking they have played their role.

The Campaign Against Gatwick Noise Emissions (CAGNE) said: “These are not minor changes to the application for a new runway and Sussex Gatwick. CAGNE feel they should consult all who have already registered an interest with the Planning Inspectorate. This added consultation would appear to be a way for the airport to implement changes that could be sneaked through due to people believing that they have already passed judgement on the plans for a new runway.

“What is proposed could see a vast increase in lorry movements by replacing an incinerator with a waste sorting plant, not included in the Development Consent Order, traffic modelling or air quality, an incinerator that at the time of obtaining planning permission was meant to heat the north terminal.

“We do not accept that a reed bed will deal with the flooding issues that a new runway will create with significant increases in new construction field side and with a new highway and the ever-increasing heavier rainfall predictions by the Met office.”

“CAGNE, the umbrella aviation community and environment group for Sussex, Surrey and Kent, has requested that they be permitted to be party to this consultation but as yet Sussex Gatwick management have not responded favourably.”

The airport is proposing three separate changes.

The first is to increase the North Terminal International Departure Lounge southern extension; the second to reduce the height, and change the purpose, of the replacement Central Area Recycling Enclosure; and the third is to revise Surface Water Treatment Works.

It will be for the Planning Inspectorate to decide if the changes can be made to the application and included in the examination. The consultation will close at 11:59pm on January 21 2024.

Airport operators say expansion would create around 14,000 new jobs and inject £1 billion into the regional economy every year.

Tim Norwood, Chief Planning Officer, London Gatwick, said: “Our engagement with the public and stakeholders to date has been invaluable in helping us shape our Northern Runway plans. However, since the submission of our DCO application we have identified a number of small improvements we would like to make to our proposal. “We are therefore asking for views on three discrete changes to our plans and would welcome any feedback people may want to make.”

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Image: Gatwick Plans (Image PINS / Gatwick)

Surrey borough kicks up a stink about stink

3 February 2024



More than 200 tankers of human poo were shipped in to Camberley from across Surrey, Hampshire and London, saving Thames Water millions in potential pollution fines and its sewage trucks from “exploding”. This comes at the expense of 11,600 residents who got nothing in return, save for a summer of vile stench, a committee heard.

Chiefs from the utility firm were called in to Surrey Heath Borough Council to answer questions as to how 12,000 cubic metres of raw untreated sewage and sludge was left to fester in the heat – forcing thousands of people to stay inside with their windows closed during the summer.

The committee also challenged water bosses over pledges they thought had been made on compensation to Camberley residents who “bore the cost” so the

company, which recorded a total revenue of £2.3 billion last year, could profit.

Councillors said they were led to believe Thames Water would contribute towards a playground as a goodwill gesture to children who had been forced to stay indoors, with committee chair, Councillor Rob Lee, going as far as to say Thames Water should offer “a year’s free water bills” to those affected.

Thames Water’s representatives said they never made a firm commitment to contribute to any scheme. The company claims they have made organisational improvements since.

The committee heard that Thames Water could not have made any offers of goodwill as the people attending the meeting did not have the power to do so.

In the end, Thames Water’s leadership offered to let staff have a charity day to support building a local project that never got off the ground.

The sewage started being shipped into Camberley Sewage Works in February this year and by March the two 6,000 cubic metre tanks were “completely full”.

At the time, the committee heard, odour suppression was in place but it wasn’t 24/7 and didn’t cover the entire tank, which also suffered from maintenance issues.

By June, the council began to receive formal complaints. Initially the council was told the problem was due to blockages and drainage.

It took until the middle of July for Thames Water to publicly admit it was a holding tank with a “large quantity of sewage sludge within it”. It would remain untreated until the beginning of August with the tanks finally cleared and cleaned of waste on September 25.

Speaking to the committee was operations director James Bentley. He apologised “unreservedly” and said: “We didn’t get everything right in that process and we’re not here to pretend that we did.” He said the firm should have put in odour controls in place and communicated with residents much sooner. He said: “We had been experiencing a very extreme sludge event...where our system across the whole of the Thames Water estate, was overloaded. Not only with liquid sludge but also with cake which is the solid material when we process sludge and remove a chunk of the water from it. That system was overloaded on the liquid and solid side.”

Thames Water staff told the meeting it left them with no choice but to put liquid sludge into reserve tanks. Mr Bentley said: “It has to go somewhere, it can’t just be discarded into the environment. We have to store it until we are able to treat it.” His colleague added: “If we didn’t move the sludge we’d have pollution trucks potentially exploding, and that’s why we’d done it.”

Cllr Rob Lee said: “You act in the shareholders best interest, you don’t intend to cause a substantial sewage leak unless it’s a commercially managed one, you don’t intend to cause a Health and Safety Executive incident, so what you did was you moved the sludge to Camberley. So the people that bore the cost of that were the residents of Camberley, substantially through the summer, through their loss of enjoyment and I think it’s understanding the loss position those residents bring.

“They are your customers, they pay you money, and they missed out substantially on the enjoyment of their summers. Raw sewage smell around your home is pretty different to that in a treatment plant as that is your job. You need to consider a gesture of goodwill to residents. A starting point is a year’s complimentary water bill. It clearly saved Thames Water in material terms millions if not tens of millions of pounds, so I think we need to start exploring that avenue.”

The two hour meeting concluded with the Thursday, November 28 executive partnerships select committee agreeing to formally ask for a “decision maker who has the ability to sign off on compensation” to appear before the next meeting, in March.

The council’s executive team will also write to regulators Ofwat, MP Michael Gove and the environment secretary to ask them to consider the wider sense of pollution and whether Thames Water diverted the risk of fines by increasing the air pollution in Camberley.

Image: Thames Water Meeting (Surrey Heath BC)

Surrey set for the first ever Festival of Skills

3 February 2024



Hundreds of young people are set to be fired up about their futures at Surrey’s first ever Festival of Skills.

The free one-day careers event will provide local students with the chance to connect with and learn more about some of the county’s brightest businesses and training providers.

Up to 1,500 young people from schools and colleges across Surrey are expected to attend the event later this month (23 November 2023) at Sandown Park Racecourse.

The Festival of Skills will feature more than 60 exhibitors, including Samsung, British Airways, Pfizer, Haleon, and BAE Systems.

Public sector institutions will also be represented with the Animal & Plant Health Agency, NHS, armed forces and Surrey Fire & Rescue among those attending.

The event has been organised and funded by Surrey County Council, with support from the Association of Learning Providers Surrey (ALPS) and Surrey Event Professionals.

Cllr Matt Furniss, Surrey County Council’s Cabinet Member for Highways, Transport & Economic Growth, said: “The first-ever Festival of Skills is set to be a day to remember – providing young people with the chance to rub shoulders with major employers and be inspired about their futures.

“Such interactions can change people’s paths for the rest of their lives, which is why we are delighted to have so many businesses, public bodies and training providers exhibiting at the event.

“Providing opportunities for employers to connect with the county’s future workforce is integral to our wider Skills agenda and achieving our mission to ensure No One is Left Behind.”

The Festival of Skills is open to young people in education aged 14 to 18. Those attending will have access to inspirational talks and interactive displays, while also learning about potential career opportunities.

Sectors represented include the creative arts, construction, cyber security, health and social care, technology, engineering, public sector, and hospitality.

The event will also host the official launch of the new **Surrey Careers Hub**, which will work with the county’s secondary schools, special schools and colleges to ensure every young person can find their best next step.

Schools and colleges are still able to **sign up to the Festival of Skills for the remaining afternoon slots**, but pre-booking is essential.

A small number of exhibitor stands are also available. Employers interested in attending must **register their interest via the Festival of Skills website**.

For further information visit **www.surreyfestivalofskills.co.uk**.

AI training hub coming to Surrey

3 February 2024



Surrey is set to become home to a high-quality training hub in Artificial Intelligence (AI), a move which could have transformative impacts in the way vulnerable residents engage and access public services.

Government announced last week that the **University of Surrey and the StoryFutures unit at Royal Holloway, University of London (RHUL) will be the home of a new Centre for Doctoral Training (CDT) in AI for Digital Media Inclusion.**

The funding will help establish a unique creative industry hub for high-quality training in responsible AI, inclusive design, and creative skills within the county.

In addition to creating 80 PhD posts, the centre will look at using AI to transform digital media into intelligent content that adapts to individual preferences, such as age, language, and sensory and physical abilities.

The ambition is to place Surrey – and the UK as a whole – as a world leader in media inclusion.

Surrey County Council is proud to back the bid and keen to work with the new centre to establish how public services could be made more accessible to its 1.2 million residents.

In a letter of support, Cllr Tim Oliver, Leader of Surrey County Council, said: *“We are excited by the Centre for Doctoral Training’s (CDT) proposed approach to responding to the national need for a new community of experts who individually and collectively will deliver resilience for our digitalised Critical National Infrastructure.*

“We recognise and support the CDT’s aim to develop the underpinning research, training, community-building, and knowledge exchange, contributing 80 highly skilled and connected resilience experts to the workforce.

“The funding bid and subsequent CDT and associated research and expertise will have a significant positive impact on our organisation’s ability to deliver high-quality and sustainable services for all.”

Cllr Oliver added the local authority was interested in exploring how new technology could improve the way its most vulnerable residents accessed its services.

There was also potential to look at increasing engagement with businesses, fire prevention, community safety services, and greener futures and net zero.

The Surrey hub will be one of 12 Centres for Doctoral Training in AI across the country that will benefit from £117 million of funding through UK Research and Innovation (UKRI).

It was **announced at the global AI Safety Summit held at Bletchley Park last week.**

Cllr Oliver added that Surrey County Council has an established track record of working successfully with the county’s universities to drive innovation and economic growth.

Last week the local authority’s cabinet agreed to investment £3 million to support the establishment of a new **CoSTAR (Convergent Screen Technologies and performance in Realtime) satellite studio and incubator space** on the RHUL campus.

The new centre for the creative industries – which will have direct links to the national lab based a short distance away at Pinewood Studios – will create 300 jobs, support 200 businesses and contribute £30 million to the Surrey economy.

The Council was also partner in a **successful bid by Surrey’s Guildford Games Cluster and Warwickshire’s Silicon Spa for £1.5 million from Research England.**

The funding will support two of the UK’s biggest gaming clusters to work with higher education to drive innovation, invest in infrastructure and support growth in the wider regional economy through the Games and Innovation Nexus (GAIN) project.

Cllr Matt Furniss, Surrey County Council’s Cabinet Member for Highways, Transport and Economic Growth, said: *“The games industry is one of Surrey’s real success stories, showcasing our county and its talented workforce on a global stage.*

“This funding has the potential to take this growing, innovative sector to new heights, creating high-quality jobs and generating inward investment into our communities – both of which would be good news for our residents.”

Famous 16th Century Surrey pub saved, for now?

3 February 2024



A 16th century pub in the heart of the **Surrey Hills** has been saved from developers after plans to convert one of the last remaining Abinger watering holes into houses, holiday-let pods, and a new bar area were thrown out.

Mole Valley Borough Council’s planning committee met on Wednesday, November 1 to hear proposals from developers, **JPW Osprey,** to turn the Volunteer pub in Sutton Abinger, near Dorking into self-catered holiday lets.

The plans were voted down eight to six as councillors sided with resident groups, formed to save the pub, as well as **Abinger Parish Council** which had lodged formal objections.

Addressing the meeting was **Paul Clever** who was part of a community group that had raised £600,000 in a failed bid to purchase the pub and save it. He said: “The aim of this application is to close the Volunteer, replace it with an unviable alternative which gets through planning. The new entity will last as long as needed to prove that it is not viable and the developer will then sell the asset for multiples of what it cost.”

He added: “The Volunteer is being closed and the new layout and proposed service will ensure the new venture in the new area will fail. The planning application and the planning report refer to the pub being unviable and that is simply not true. The Volunteer Community Group has proof of this for the year preceding the sale, during the worst trading conditions ever for publicans.

“The Volunteer is viable and very precious to its community, known far beyond the boundaries of Surrey. It should not be allowed to go the way of so many other pubs near and far, especially when there are so many people willing and able to make it work as a public house and community facility.”

The pub sits on the western side of Water Lane within the hamlet of Sutton Abinger, close to the boundary with Guildford. The land is designated Metropolitan Green Belt, Area of Outstanding Natural Beauty and Area of Great Landscape Value.

The surroundings, the officer report said, “lend the pub an engaging verdant setting and areas of the garden afford views over rolling wooded countryside to the south taking in attractive historic properties, some of which are listed.”

The Volunteer had been owned and operated by the Dorset-based brewery, Hall and Woodhouse, until 2022 when it closed and sold to the applicant.

In November 2022 the pub was listed as an Asset of Community Value having been nominated by the Abinger Community Pub Group as a building that furthers the social wellbeing or social interests of the local community.

Speaking on behalf of the the application was **Simon Best** who told the meeting it was the best way of bringing the pub back in use. He said: “Change is not always a bad thing and it is clear from previous failures that diversification is needed to ensure the Volunteer can run as a viable entity. Holiday lets will support and enable the pub to continue.”

Councillor **Margaret Cooksey**, who moved that the plans be rejected said: “If they kept the public house building as is and used what is going to be the extension as accommodation that would have made much more sense. They have got it the wrong way round. It would have been better a different way round and hope they take note of that and come back with a better proposal next time round.”

She added: “They’ve got it horribly wrong”.

Image: The Volunteer Pub (Mark Davison)

Surrey College fraud probe leads to housing plan

3 February 2024



Warnings a failed subcontracted apprenticeship scheme was a “major risk” were ignored leaving a Surrey college with a £25million financial time bomb that it now hopes to solve by selling land for 320 homes.

Brooklands College in Heath Road, Weybridge, borrowed a large sum from the Education and Skills Funding Agency (ESFA) with the money given to SLC Security to run apprenticeship programs at the school between 2011 and 2019.

When SLC Security collapsed, a formal review was launched by the Department for Education’s further education commissioner – and soon after Scotland Yard began its own three-year fraud investigation which closed in May with no arrests – leaving the college holding the can.

The school’s solution has been to look to sell land to developers Cala Homes for a £45 million project to cover the money it owes to the ESFA and a modernisation of its campus. The planning application is due to be decided by Elmbridge Borough Council in November, potentially drawing the saga to a close.

In the months leading up to SLC’s collapse concerns of the school’s financial health had already caught the attention of the Department for Education and the college’s “capacity and capability” to get out of the mess, questioned.

The commissioners said the subcontract was a “major risk” and recommended the college “undertake further work to understand the risk associated with this contractor and to immediately review subcontracted provision”.

The school’s governors, on the other hand, told commissioners they had been given “numerous assurances” by the principal and chief executive over the college’s financial stress testing and auditing of its subcontractors which “showed no issues regarding eligibility, existence of learners or their employment status”.

At no point had any thought had been given by governors to develop a Plan B should the investigation find the college financially liable for any failings, the report read.

The college’s senior leadership team and governors at the time believed “they had undertaken all necessary and appropriate checks and due diligence on all sub-contracted SCL Security provision and from the work they have done, believed that the risk of clawback was low” according to the commissioners’ report.

A spokesperson for the Department for Education said it does not comment on individual cases but that colleges are required to ensure any education subcontractors adhere to regulations.

They added: “In all cases where apprenticeship provision does not meet the funding regulations it is standard procedure to recover those funds.”

A liquidators’ statement for SCL Security published on January 4, 2023, revealed that colleges and the ESFA have claims worth £22.5 million against the company. However, it shows there is only about £6.5m available, far short of how much the college must return to the ESFA.

Brooklands College also plans to seek damages for breach of contract, although this will require “further work” to adjudicate.

A spokesperson for the Metropolitan Police said: “In June 2020, the Metropolitan Police received an allegation of fraud relating to a college based in Heath Road, Weybridge, Surrey. The allegation related to financial transactions between 2011 and 2019. An investigation was undertaken which included assessing all available evidence and speaking to staff at the college. No arrests were made in connection with the investigation. In May 2023 a decision was taken to close the investigation and the college has been informed of this outcome.”

A three-year repayment plan is now in place between the college and the ESFA. The college has also put in place a new leadership team and is working with Cala Homes on a joint planning application. The £45million scheme, the college says, will enable its Grade II listed mansion to be refurbished and restored, open 12 hectares of woodland to the public, provide a community-accessible sports centre, as well as the 320 homes – 128 of which will be classed as affordable housing.

The public consultation into the plans closed on October 23 with 235 people voicing their support for the project against 22 letters of objection.

A spokesperson for the college said: “A new leadership team and a revitalised Board of Trustees have been focussed on putting the college on a solid, long-term, financial footing and have developed a plan to repay the debt and safeguard the college’s future. Our plan will upgrade our teaching facilities to create a modern learning environment that will meet future educational needs, inspire the next generation of students, and secure a sustainable future for Brooklands College in our community.”

Image: Visualisation of completed Brooklands College campus site (Cala Homes/Elmbridge BC)

Thames Water left human waste to fester

3 February 2024



Thames Water has been accused of backtracking on a goodwill gesture after subjecting Camberley residents to a “disgusting” summer of stench caused by raw, untreated, human waste left to fester in the heat.

Last summer Camberley experienced a “persistent and intolerable” rancid odour the seeped from sewage works operated by Thames Water, a full meeting of Surrey Heath Borough Council heard.

Following a series of meetings, with councillors and MP Michael Gove, Thames Water spoke of its desire to make a financial contribution to a local community project to acknowledge the impact on residents over a five month period, according to a motion that was backed unanimously by councillors.

Introducing the motion was Councillor Jonathan Quin, leader of the Labour group and ward member for St Michaels. He said: “Disgusting sewage odour... plagued Camberley for over a five month periods from May to September. The odour caused by the Camberley sewage works run by Thames Water can not be described as anything minor. It was so awfully disgusting and strong that many residents...could not open their windows or hang their washing outside during the summer.

“The distress and impact caused to mental health... has been shocking.” He added: “Thames Water agreed to meet with councillors and the MP to discuss possible compensation to make up for missing five months going outside.”

The meeting heard that a children’s playground in St Michaels was suggested as a goodwill gesture and that there had been a “meeting of minds” with the utility firm, with the only thing remaining being the exact amount of money Thames Water would put forward.

He said: “Rather than agreeing to meet us in person again, Thames Water has since backtracked on its decision to make a contribution. I’m absolutely disgusted and disappointed at the disregard shown.”

Cllr Lisa Finan-Cooke (LD, Watchetts) told of how the problem began after Thames Water started shipping in human waste into Camberley that led to more than 11,000 complaints to flood in.

She said: “Between February and April more and more sludge was imported on to the site, and let’s be honest what we are talking about was raw human sewage which was just stored in vast open tanks to just fester away, and as the weather warmed up, the sludge began to produce an unbearable odour.”

She added: “That’s five months of people feeling sick in their own homes, of not wanting to open their windows, of not letting their children out to play in their gardens, not being able to hang their washing out to dry, cancelled birthday parties and family events. The site wasn’t sufficiently resourced to process the sludge in the first place.”

The Wednesday, October 25 meeting noted the problems caused by Thames Water and called on the private utility firm “in the strongest possible terms” to honour its previous commitment to make a financial contribution to a community project.

It was also agreed to write Thames Water and the Secretary of State for Environment, Food and Rural Affairs to express dissatisfaction over the importation of sludge to Camberley.

Camberley Sewage Treatment Works (Image Google)