



Clearwater Court
Vastern Road
Reading, RG1 8DB

30 October 2021

Independent Review

Dear Stella,

I am writing to provide you with a further update regarding the independent review we have commissioned following the extreme storms in July.

After the intense rainfall on July 12 and 25, when our sewers quickly became overwhelmed, our initial findings did not show any faults on the network which may have significantly contributed to the flooding.

However, to provide reassurance to you and your residents we decided an independent external review to look closely at our network was needed to see if there is anything we may have missed. On top of that, we believe the review can highlight lessons everyone with flood management responsibility in London can learn to manage this increasing risk.

I am pleased to say the Independent Expert Group (IEG) which will head up the review is now in place. As previously said, Mike Woolgar is the chair of this group, but we can now confirm Professor Roger Falconer and Lykke Leonardsen are also on the three-person panel.

This team brings a huge amount of experience of dealing with flood risk management across the globe and is best placed to properly assess our network as well as identify the best way forward. *(Please find full biographies below)* The IEG will be supported by a team of consultants appointed and paid for by Thames Water, but working to a brief agreed with the IEG and under their direction.

We can also confirm Ofwat will be joining a Strategic Stakeholder Panel as an observer. The panel has been set up to work with the IEG to represent the wide range of stakeholders affected by the flooding. It also includes the Greater London Authority, the Environment Agency, the Consumer Council for Water, London Councils, the London Drainage Engineers Group, and the Thames Regional Flood and Coastal Committee. These stakeholders all have an interest in flood-risk management across London and will be supporting the IEG.

The final terms of reference are being put together by the panel but as previously stated, the review has five core objectives:

- Establish what happened during the storms of 12 and 25 July
- Determine how well Thames Water's network performed during those storms
- Identify other factors, such as the time of day, which potentially contributed to the flooding
- Recommend how Thames Water can achieve its responsibilities as a flood risk management authority and increase resilience to future extreme events

- Identify wider implications for London's drainage infrastructure and make recommendations to all authorities with surface water management responsibilities to increase resilience across the capital

Thames Water's only involvement from now on will be to provide the review with all the information it needs moving forward. To facilitate this in the most efficient way, we will have representative on the Strategic Stakeholder Panel.

It is expected the full review will take approximately six months but there will be interim reports throughout to keep you informed of any findings. I appreciate this has taken longer to set up than some would have liked, but given the scope and number of interested parties, it was important we got everything right so everyone can have confidence in its findings.

On top of this, our internal review, which will look closely at our initial response and how we can improve, is close to completion and we will be able to share with you in the next few weeks.

We will shortly be able to provide you contact details for Mike's team but if you have any questions, please do not hesitate to contact my colleague Mike Benke.

Many thanks

Alex Nickson

Waste Systems Strategy Manager

Mike Woolgar

Mike Woolgar is a Director in the WSP UK Ltd's Water group responsible for water strategy and technical advisory services. He has over 35 years' experience in the sector in water supply, flooding and drainage planning and engineering, project development, regulatory, strategic and advisory projects.

Mike has wide experience and understanding of the water sector, public and private, and has worked extensively on catchment planning, institutional and organisational development of water management bodies and with water services companies in the UK and overseas in all aspects of water management and business planning.

He has provided expert technical review, due diligence and support to legal cases in many sectors. He served on the consultation team for the Environment Agency's 2050 Strategy for Flood and Coastal Erosion Risk Management, was a member of the GLA's Water Advisory Group, a working group member on Anglian Water/ Cambridge Programme for Sustainability Leadership abstraction licence trading platforms research, and a Steering Group Member, RAEng/ICE report, Engineering the Future, Global Water Security.

Lykke Leonardsen

Ms. Lykke Leonardsen has worked with urban development for the past 25 years in Copenhagen. This includes local regeneration projects, international urban policies and communication. Since 2008 she has worked for the Technical and Environmental Administration in charge of making Copenhagen more blue and green – in charge of water management and green infrastructure planning.

She led the development and secured approval for Copenhagen's Cloudburst Plan following major surface water flooding in 2010 and 2011. From 2014-2016, she was the Head of the Climate Unit, in charge of the Climate Change Adaptation program, and the city's ambitious plan to be the first carbon neutral capital of the world before 2025. Since 2016, she has been Head of program for Resilient and Sustainable City Solutions. She also works part-time for C40 on a project called Water Safe Cities.

Professor Roger Falconer

Roger graduated as a civil engineer, and has since spent over 40 years in academia, specialising in water and environmental engineering and acquiring extensive research experience in developing and applying computational hydro-environmental models for environmental impact assessment studies and engineering design.

He is a Fellow of the Royal Academy of Engineering, a Foreign Member of the Chinese Academy of Engineering and a Fellow of the Learned Society of Wales. At Cardiff he founded the Hydro-environmental Research Centre and managed the Department of Civil Engineering at his previous university (Bradford).

Roger was a member of the 2008 UK Research Assessment Exercise (RAE2008) and Chair of the Civil and Construction Engineering Sub-Panel for the 2014 Research Excellence Framework (REF2014).

He was elected President and Honorary Member (2017) of the International Association for Hydro-Environment Engineering and Research – IAHR (2011-15). He has published extensively in the field of computational hydro-environmental modelling and has delivered numerous keynote and external lectures world-wide. He has worked extensively on providing specialist advice, to industry and government departments, on a wide range of water environmental impact assessment (EIA) projects, both in the UK and overseas; for example, he was involved in an international high profile court case (Malaysia v. Singapore, 2003) and in the follow up EIA study.

He has also interacted extensively with consulting engineering companies and regulatory agencies, through the provision of his hydro-environmental computer models.