

Presentation to Environment & Leisure Working Group

Arun District Council

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from
Southern
Water 

Summary of main themes

- Introduction – Southern Water in context
- Past performance
- The role of CSOs
- Future focus – Environment +
- Beachbuoy
- Customer campaigns
- Drainage and Wastewater Management Plans - DWMP
- Water Industry National Environment Programme - WINEP
- Growth in Pagham/Lidsey/Ford

Southern Water provides wastewater services to more than 4.6 million people across the South East

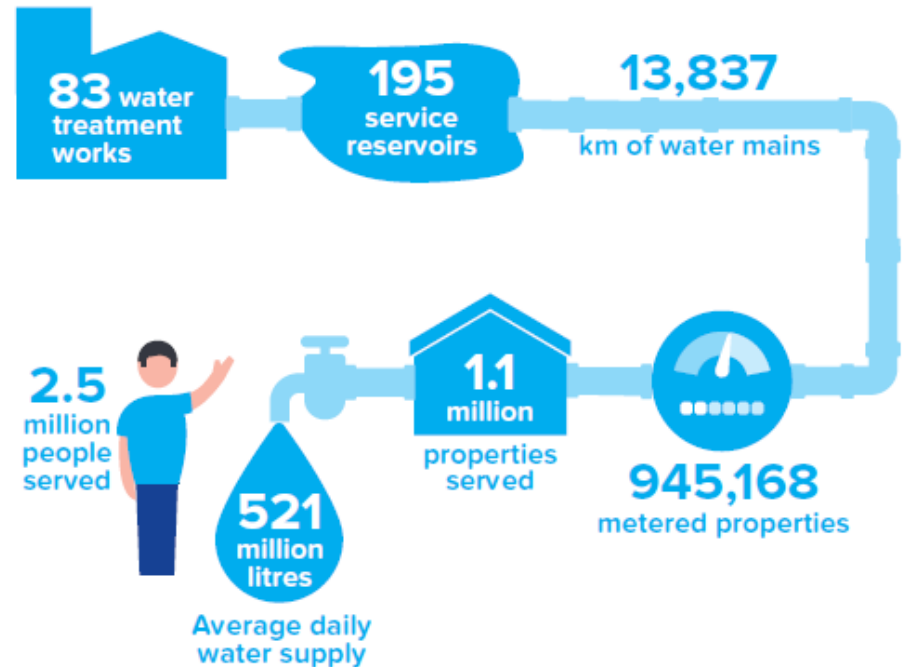


Who we are and what we do

Wastewater



Water



Past performance

Between 2010 and 2017 some of Southern Water's waste water treatment sites were manipulated by staff to pass sampling tests they otherwise might have failed.

Southern Water has fully supported Ofwat's investigations and has simultaneously completed its own extensive internal review, which highlighted failures of people, processes and systems during that period.

Since then, major transformation has been underway, including;

- A restructure of the Executive Team and Board
- Appointment of a new Director of Risk and Compliance to challenge front-line teams
- Introduction of an industry-standard 'three lines of defence' model for regulatory reporting
- Increased reporting to Ofwat for greater scrutiny
- Strengthened whistle-blowing policies and appointment of an independent adjudicator so that any colleague with concerns feels confident that they will be listened to
- Enhanced compliance across all wastewater treatment works including compulsory compliance and Code of Ethics training for all relevant colleagues
- Refreshed company vision, values and purpose which support and align to a modern compliance framework
- More than £100m invested in IT systems and processes and £26m invested in wastewater assets



Our environmental plan and ambitions

- **Pollution Incidents** – We launched our Pollution Incident Reduction Plan last September, investing £67.89m for the current AMP, to reduce pollution incidents to under 80 Cat 1-3 incidents by 2024 (they currently stand at c.400).
- **Natural Capital** – We are producing a plan that underpins our environmental ambition and our company values; Always Improving, Succeeding Together and Doing the Right Thing. This will focus on building capacity and expertise.
- **Nature Based Solutions** – Working with wildlife trusts and rivers trusts on flagship projects that deliver nature-based and environmental net-gain
- **Regulatory compliance** – We are investing £234m in transformation programmes and at specific sites to improve performance – the ‘Go to Green’ process.
- **Our five-year ‘Water for Life’ Investment Plan**



Storm Overflows

Storm overflows act as a 'release valve' during heavy rainfall to prevent sewers becoming overloaded with sewage and rainwater. They release diluted wastewater into rivers rather than flooding people's homes.

- Many of our wastewater treatment works all have storm tanks as buffers and only when these are full of the highly dilute mixture of rain and wastewater are releases permitted by the Environment Agency.
- The company has lead the industry in storm discharge event and duration monitoring meaning that our self-reporting of storm releases far outstrips the industry average.
- We continue to invest in both monitoring and other mitigation measures.
- Our bathing water enhancement programme spent £33 million in the past five years.
- In the last 12 months a further 111 monitors were added to overflows to further enhance our monitoring. We have now virtually completed installing monitoring across our storm over flows and by March 2021 we will be reporting virtually every event to the EA.

Reducing Storm Overflow - what else can be done?

Prevent surface water entering sewers;

- The automatic right to connect surface water drainage to the combined network should be removed to increase use of sustainable drainage systems
- Planning guidance should be strengthened to ensure sustainable drainage is the default position. It should apply to all developments to mitigate the cumulative impact of large numbers of small housing developments

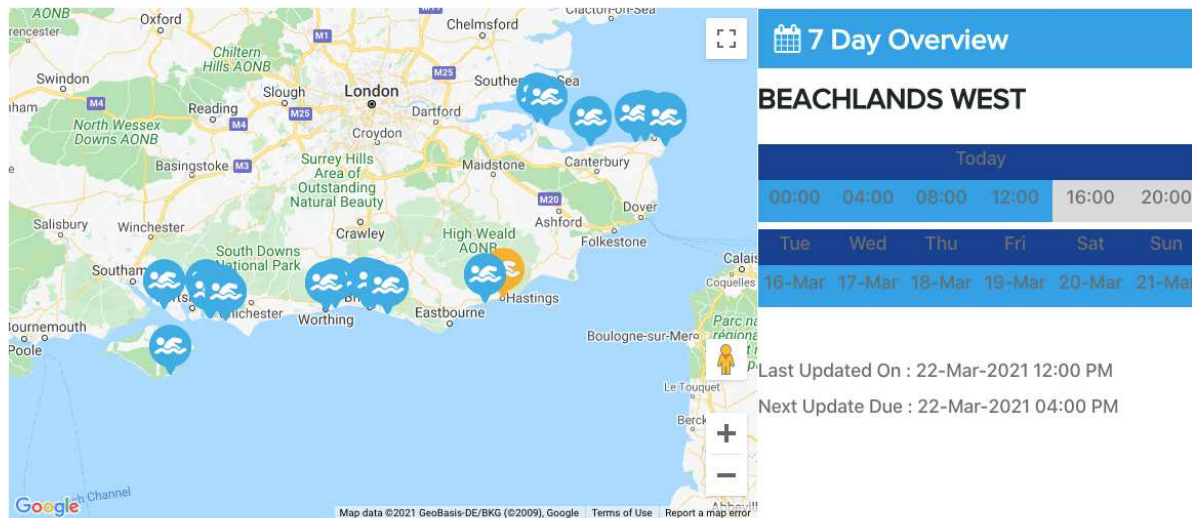
In areas of high groundwater, infiltration from private drains impacts the capacity of our network

- Water companies should have powers to enforce private drain maintenance or undertake work and recover costs from the pipe owners.

We're keen to see a review of Part G of Building Regulations in order to prevent the proliferation of more water-inefficient homes – helping to reduce the resulting amount of wastewater in the network.

Beachbuoy

- Our online release notification system
- Linked to ASPIRE
- Near real time information
- Developed with the support of key stakeholders



Find out more at; southernwater.co.uk/beachbuoy

Customer Campaigns

- **Beauty and the Beach** – Focus upon bathing water quality and responsible use of these areas by all users.
- **Unflushables** – Campaign to educate the public to highlight the blockages caused by items flushed that shouldn't be
- **T100** – Water use reduction campaign
- **Fat Oil Grease (FOG)**- Reduction of FOG entering wastewater system



Fact

75% of

blockages

are caused by people putting the wrong things down sinks and loos.

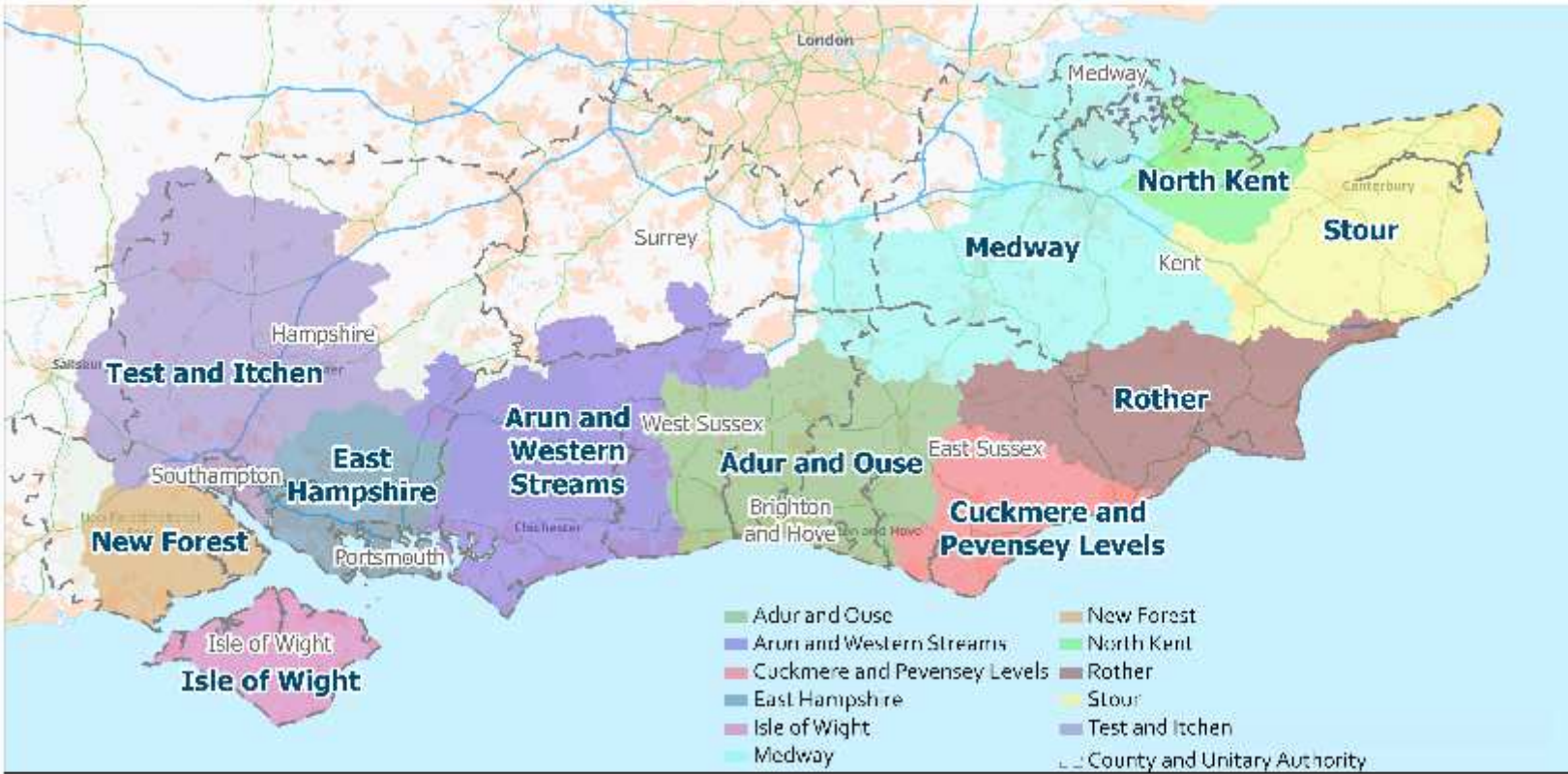
Our sewers and the drains in your home are only designed to carry the three Ps – pee, poo and paper.



What is a Drainage and Wastewater Management Plan (DWMP)?

- A DWMP is a river basin catchment based strategic plan that sets out how water companies intend to extend and maintain a robust and resilient drainage and wastewater system
- Long-term planning - minimum period of 25 years
- Provide information on current and future risks (e.g. flooding and pollution)
- Ultimately aims to encompass all drivers, all investment, in drainage and wastewater services to manage risks and build resilience
- Expected to become statutory plans, and updated every 5 years
- Support our business plan submissions to Ofwat for funding

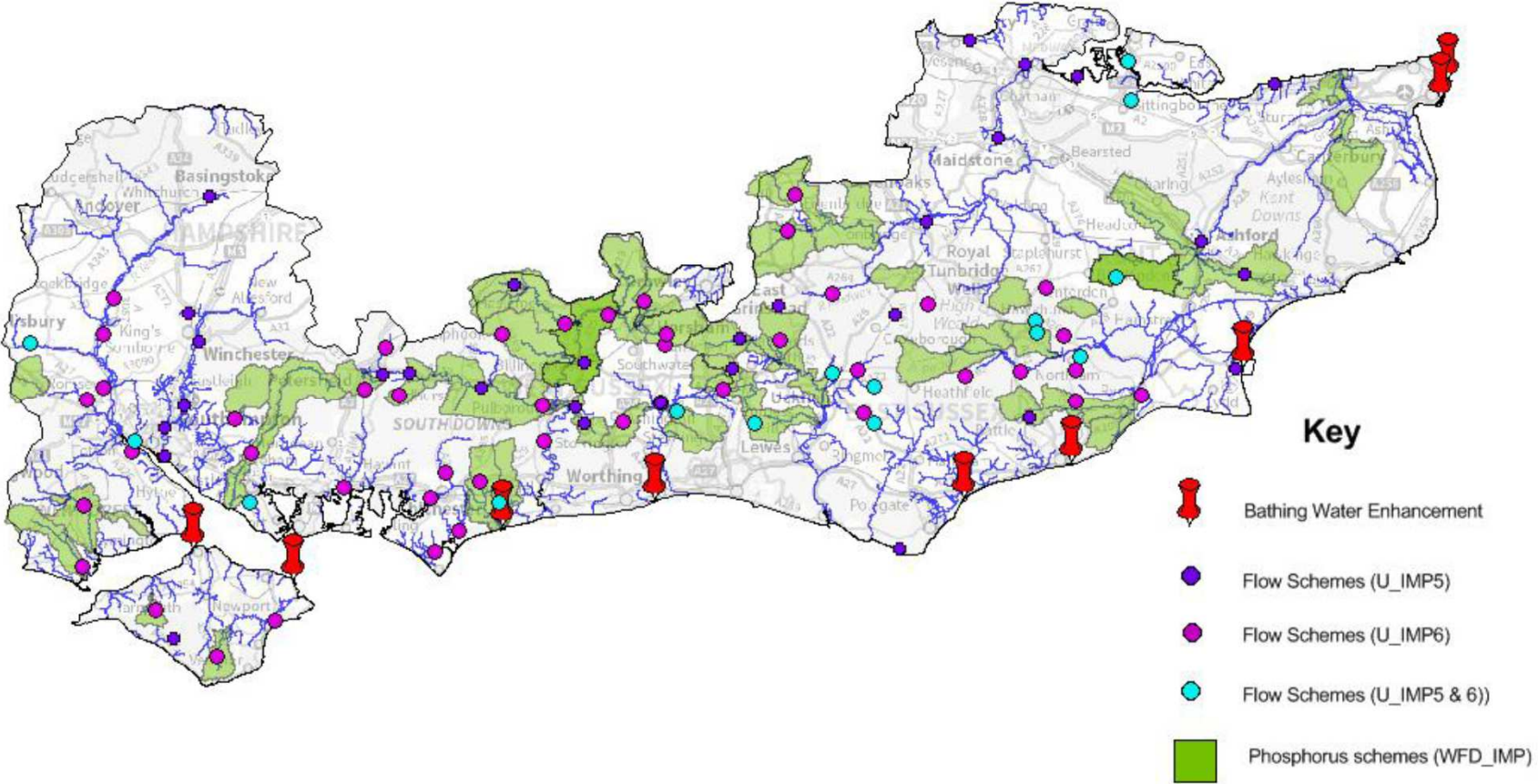
DWMP river basin catchments



Further information available here; [DWMP \(southernwater.co.uk\)](http://southernwater.co.uk)



WINEP - one of our largest ever environmental programmes for AMP7



WINEP schemes for Pagham 2020-2025

Scheme Name/Name of Investigation/Site Name/Licence name	Name of Waterbody	Driver Code (Primary)	Further Driver Code Information
Pagham Bathing Water Investigations	Sussex	BW_NDINV	
Pagham Harbour WTW nitrogen reductions	Pagham Harbour	WFD_ND	Nitrate
Pagham Harbour MCZ investigation	Pagham Harbour	MCZ_INV	
Pagham WTW	Pagham Rife	WFD_ND	Ammonia
Pagham WTW	Pagham Rife	WFD_IMPg	Phosphorus
Pagham WTW	Pagham Rife	U_MON1	

Driver Code	Description
BW_NDINV	Investigations for waters failing their Baseline class
WFD_ND	Schemes to meet requirements to prevent deterioration of nitrates in Transitional and Coastal (TraC) water bodies
MCZ_INV	Investigation to assess the impacts of water company activities on the requirements of the Marine Conservation Zone.
WFD_ND	Schemes to meet requirements to prevent deterioration in ammonia
WFD_IMPg	Measures to reduce phosphorus at WTWs in order to meet WFD standard 'good' in rivers, transitional or coastal waters
U_MON1	Scheme requiring event duration monitoring from storm discharges identified as high significance (under the Risk Based Approach to the Monitoring of Storm Discharges produced by the EA)

All WINEP data is available to download from; data.gov.uk/water-industry-national-environment-programme



Catering for growth and protecting the environment – Pagham improvements 2020-2025

At Pagham WTW, we have improvement schemes in progress which are due to complete by April 2025. These include;

- Reducing the phosphorus and ammonia levels in the recycled water
- An assessment of Storm Storage Capacity is being carried out to ensure that the site complies with new standards set by the EA (not yet finalised)
- An assessment of Flows through the site is being carried out to ensure that the site complies with new standards set by the EA (not yet finalised)
- A regional growth investment scheme that includes Ford, Lidsey and Pagham to support long term growth in the area which anticipates over 15,000 new dwellings by 2035.



Questions ?



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