

SOUTHERN WATER/PAN PARISH FORUM

Notes on Meeting held 6th September 2022

Present:

Southern Water	Local Parish Councils
Simon Parker - Director of Asset Management Nick Mills - Head of Storm Overflow Taskforce Keith Herbert - Pathfinder Lead Floyd Cooper - Operational Manager Hants	Chris Harris - Amport (Chair) Cllr David Drew (Hants CC) Cllr Chris Donnelly (Hants CC) Klaus Tamke - Kimpton Phil Boyes - Fyfield Peter Christie - Thruxton Sally Leech - Quarley Mike Cleugh - Monxton Judith Cole – Abbots Ann Peter Heslop – Upper Clatford Janet Wright - Secretary to PPF

Apologies received from:

Joanna Ferguson & Julie De Vries (Quarley PC)
 Will Hawkings Byas (PPF Water Quality)
 Maureen Flood (TVBC - Anna Ward)
 Keith Broomfield (EA - Solent & South Downs Area)
 Ian Ackerman (Hants CC - Hampshire Highways)
 Glenn McCubbin Local Lead (MTS)

1. Welcome & Introduction:

Chris Harris (CH), Chair of Amport Parish Council, and co-chair of this body, opened the meeting with the following statement:

Welcome to everyone to this meeting of the PanParish Forum, the PPF, which represents 8 parishes along the Pillhill Brook. I am Chris Harris, Chair of Amport Parish Council, and I act as co-chair of this body. This is a quarterly meeting of the PPF. I would particularly like to thank Cllr's Drew and Donnelly from HCC for joining us this evening.

We have apologies from HCC - we very much wish they were here or at least had been able to provide more detailed information than we have to date. We asked HCC to address the detail of run-off from roads, as there remains a real concern that the sewage system might be swamped by this run-off in periods of heavy rain. They will get back to us. We also have apologies from the EA. We had asked the EA to provide information on local borehole extraction at Barton Stacey and Andover so as to make sure that the low ground water level in the catchment is not exacerbated by this extraction during the current drought conditions. The EA will also get back to the

group. We will ensure that both HCC and the EA receive the minutes of the meeting, and we will press them for comment and commitment. We also invited Maggie Shelton from the Hants and Isle of Wight Wildlife Trust to attend, so we might address the current lack of water in the brook, especially at the northern end of the catchment. On reflection, we agreed with Maggie that her time is better spent elsewhere; we have circulated her email to the Parishes today. We welcome feedback from the Parishes as to how best to utilise the skills of the Wildlife Trust on the water supply issue.

By way of introductory comments, the Parishes recognise that we have had a very dry summer, with few tankers, and with no overpumping. The conditions have enabled SW to inspect and repair main sewers in some villages. The tubogel programme is also proceeding to address the water ingress into the laterals at the north end of the catchment. Good progress has been reported in several places, and SW deserves a good deal of credit for that. This is reflected by the progress seen in the regular update meetings. At the quarterly meeting in May, 14 actions were raised - 9 of these remain open. 15 actions have been raised since, of which 11 have been closed. The feedback from the community is that it welcomes the focus that the catchment is receiving from SW, but it is keen to see evidence that the disruption being tolerated is having a positive long term impact. We'd all like some rain, particularly to test the works done.

A further need for the PPF is to see a programme in place of measuring the quality of the water in the Pillhill Brook, this is where we have a flow of water. We want to see a sustained commitment to water quality improvement.

The PPF still wants to see progress from SW and the EA on the outstanding Infiltration Reduction Plan (the IRP), and also the Infiltration Pan Parish MSP. On the IRP, the EA tell us that it has finished its work and understands that SW will provide the group with a separate update report.

Depending on groundwater levels, we are expecting to see tankers in the villages at some point this autumn or winter. Again, a reminder to SW and their contractors that we wish to see a robust plan for instructing drivers where to go and not to go, and a clear etiquette of what is and is not acceptable by way of disruption in the community.

We have discussed with SW the idea of running a disaster recovery programme at some point. The proposal has had to be postponed for the time being, but we'd still like to see this in the schedule.

With no comments on this statement from the Parishes CH handed over to Keith Herbert from SW.

Simon Parker (SP), Director Asset management Southern Water, responded by saying thank you to the PPF. It was good to see appreciation for the commitment SW now has for making a difference. This commitment is part of a wholesale review to resolve problems in the catchment areas SW are responsible for. Each area has its own challenges and SW wants to be transparent in its efforts to address these challenges and the honest feedback SW is receiving through the PPF is welcomed.

SP concluded by saying that SW were focused on the key issues impacting the catchment. We are in a time of exceptionally high water demand and there are solutions available to the catchment, such as intelligent water butts ([linked to Action QSW/PPF 17.5.12](#)).

Klaus Tamke (KT) asked why, in the current drought, water companies were not piping water from less stressed areas of the country? **SP** replied that SW has a 10 - 25 year plan which includes delivering piped water to the area but, as water is heavy, this is a costly business. A discussion ensued on the pros and cons of water quality and storage in the current economic climate. **SP** offered to meet separately with the PPF to share SW's long term plans for water delivery, removal and recycling.

Nick Mills (NM) asked whether the PPF had visited the Fullerton Waste Water Treatment Works and offered to arrange a visit.

QSW/PPF 6.9.1: Meeting between Simon Parker, SW & PPF to be arranged to share & discuss SW's future plans & challenges for delivery of mains water & sewage treatment - KH TBA

QSW/PPF 6.9.2: SW to arrange a visit to Fullerton Water Treatment Works - KH TBA

SW Presentation led by Keith Herbert (KH)

2. **Structure**

KH stated that SW's organisational structure & roles had not changed since our last quarterly meeting (slide 3).

3. **Recap and Problem Statement**

KH summarised SW's current thinking on why sealing private laterals was so important (slides 4 - 8). In summary under high and extremely high groundwater conditions private laterals increase the amount of groundwater infiltration into the sewage system overwhelming water pumping stations (WPSs).

Judith Cole (JC) apologised for not completing **action QSW/PPF 17.5.1**. Despite the rewording of SW's problem statement (slide 9) she still wished to reword this to make it more customer focused. It was agreed this would be addressed offline.

4. **Operational Mitigation**

KH handed over to **Floyd Cooper (FC)**:

• **Tankering/Overpumping** (slide 11)

FC was pleased to report that heavy duty equipment at Mullens Pond WPS was now on mains power, reducing light and noise pollution when tankering is necessary. Plans to install mains power at Stanbury Road WPS in Kimpton were in also place.

Action QSW/PPF 17.5.2 was complete and the "Treated wastewater released here" signage was ready to be deployed as and when.

With regard to **action QSW/PPF 17.5.3** **FC** clarified that water sampling is only carried out prior to overpumping so this action was closed. **JW** had therefore asked if a water sample could be taken now to provide a baseline measure of water quality in the Pillhill Brook. Residents had made comments on how "filthy" the brook is and it would be useful for the PPF to have factual information at hand. **FC** agreed to this.

QSW/PPF 6.9.3: SW to arrange a baseline water quality test - FC TBA

Covering **action QSW/PPF 17.5.4** **FC** stated that autumn ecology surveys had been carried out on 2 September and results would be shared as soon as they were available (slide 14).

Cllr Drew asked whether sampling tested for nitrates, possibly being used by local farmers. **FC** confirmed that it did. **Cllr Drew** also asked whether the efficiency of the pumps could be “beefed up”. **FC** responded by saying that new impellers had been fitted at Mullens Pond to enable a faster throughput but cautioned that water is heavy and it isn’t just water being pumped! **KH** stated this was why regular maintenance was so important. **NM** added that the best way to stop overpumping was to stop groundwater infiltration.

Cllr Drew asked a further question related electricity consumption of the WPSs. **SP** stated that this was around 5% or £40-50m versus £170m netted off what SW generate themselves.

FC presented graphs showing historic and current groundwater levels and pump run times. Groundwater levels were still dropping although not as low as has been seen in the past (slide 12).

KT commented on how quickly he had seen groundwater levels recover and **Mike Cleugh (MC)** queried how accurate the groundwater measurement could be as the Clanville Gate borehole was some distance away and in another valley. **KH** said that this would be addressed in next item on the agenda.

SW regular WPS pre-season health checks would be carried out throughout October and adequate and suitable spares were now held locally to reduce repair times (slide 13).

Janet Wright (JW) stated that she was working closely with Glenn McCubbin to get regular updates on the lay-bys necessary to keep parked tankers from blocking village lanes. Their status is reported on at the now, fortnightly SW/PPF update meetings. **FC** confirmed that the ballast currently in Mullens Pond WPS was due to the installation of a flow meter for remote monitoring.

- **Pollution Event Exercise**

With regard to **action QSW/PPF 17.5.10** **FC** stated that the original plan to simulate a pollution event and test response times in the field could not be sanctioned as it potentially diverts a critical resource from responding to a “real” emergency. Instead he proposed a room based exercise, at a SW location, to test SW’s operational continuity plans, with a small non-essential group based in the catchment to test communication continuity with the parishes and their residents. He suggested that this might be run at SW’s HQ in Worthing, where the exercise could be combined with a visit to SW’s Operations Centre. The PPF welcomed this proposal and **action QSW/PPF 17.5.10** has been duly updated (see Action List below).

5. **Capital Improvement Works**

This comprises: Private lateral sealing; Phase 4 relining; Nature based solution (slide 15).

- **Private Lateral Sealing Works**

KH summarised progress so far:

Resident communication - mailing 559 properties, door to door follow-up, drop-in sessions;

Connectivity surveys - 90% complete, with excellent results (slide 17 & 18). **Peter Heslop (PH)** asked about “illegal” connections. **KH** stated that these were rare but if found, SW would advise the owner of their responsibilities. The majority of drains go to soakaways.

JW asked if SW could highlight where foul water was entering the Pillhill Brook at the regular update meetings;

Commencement of Tubogel sealing works - first application was at Kimpton Village Hall and the main roll-out started today at The Welcome Stranger PH in Kimpton. **KH** explained that providing an accurate programme plan was difficult as progress was dependent on access. To avoid delays the Tubogel team will move on to where access is granted and revisit properties they were unable to access at a later date. **KH** explained how Tubogel works and how it will be applied (slides 19 - 22). The programme will continue until groundwater becomes an issue, as Tubogel can only be applied to dry pipes.

Cllr Drew asked how long Tubogel will last. **Nick Mills (NM)** stated that SW did not know but that Tubogel would be reapplied if necessary. **Phil Boyes (PH)** sought clarification on whether all private laterals were to be sealed. **KH** said yes, to all those where access was granted;

Next steps - mailing an update to residents within the next couple of weeks to thank them and detail progress, continuing with sealing programme, then monitoring progress.

- **Phase 4 Relining Works**

KH briefly explained how electroscanning works. The sewer being scanned is flooded and the device identifies where water is escaping. A chart showing scanning progress was presented (slide 24). SW contractor Lining Division (LDT) had yet to provide a Phase 4 relining programme plan ([Action QSW/PPF 17.5.11](#)).

KH reiterated SW's commitment to making a difference. Deployment of 26 temperature sensors, 30 sewer level monitors and up to 10 boreholes are to be sunk within the catchment to improve remote monitoring of the network (slide 25). **MC** asked how deep these boreholes would be - 10 m. Locations and installation dates are still to be provided ([Action QSW/PPF 17.5.13](#))

JW commented that it was difficult to see the progress being made. **KH** agreed to colour code the sewer network diagram to improve this for our next meeting (slide 10).

Action QSW/PPF 6.9.4: Colour code sewer network diagram to show progress being made on sealing programme - KH by 10.1.23

- **Nature based Solution**

KH shared the work that SW has been doing with Wessex Water. He stressed that this type of solution would not preclude exhausting every other approach to mitigate overpumping. **PH** asked how a reed bed would prevent spills contaminating the local environment? **NM** stated that any reed bed would need to be lined and fed by a borehole to keep it wet. It was agreed that introducing this type of solution to the local community would have to be sensitively handled and a visit to a working wetland would be welcomed at the appropriate time.

6. Actions from previous meeting

Some actions have been superseded by actions taken at the regular fortnightly SW/PPF Update Meetings (see separate meeting notes now circulated to PPF). Closed actions will be removed to a Closed Action Register maintained by JW.

No.	Action	Who	By When	Status
QSW/PPF 17.5.1	Expand Problem Statements (Slide 9) to include disruption to residents. PPF to suggest new wording JC to provide draft wording for PPF to review	JC/ JW	TBA	Open
QSW/PPF 17.5.2	“Treated wastewater released here” signage & circulate to PPF for approval Revised wording provided & approved by PPF - will only be used when over-pumping necessary	FC	11/07/22	Closed
QSW/PPF 17.5.3	Share SW sample data on water quality tests with the PPF EA are custodians of water quality data. These tests are only carried out prior to a pollution event.	FC	6/09/22	Closed
QSW/PPF 17.5.4	SW to hold Baseline Ecology Meeting with the EA Date of meeting to be communicated to WHB.	FC	9/09/22	Open
QSW/PPF 17.5.5	SW Ecology survey; investigate developing links with local schools SUDS grant being applied for. Timescales for this? Funds available Sep/Oct 22 with 80% required to be spent by Apr 23. Application has been successful. Allocation of funds dependent on connectivity survey results.	KH/ JW	Linked to USW/ PPF 15.6.2	Open
QSW/PPF 17.5.6	SW to clarify bottleneck issues at Mullens Pond & improvements made to date Is SW’s explanation sufficient? - Yes, for now	PPF	08/06/22	Closed
QSW/PPF 17.5.7	Operational Continuity Plan (OCP) to be shared with PPF ahead of Disaster Recovery Exercise 30 minute pollution plan provided instead of OCP.	FC	25/07/22	Closed
QSW/PPF 17.5.8	What else can be done to alleviate the “ragging” of valves at Mill Lane in Abbots Ann? Solution will require a power supply. Nearest power some distance away. Issue is being “scored” to see whether a solution can be funded.	KH	TBA	Open
QSW/PPF 17.5.9	Investigate how we might raise awareness of “ragging” problems in sewage network with local community/retail sector Elvira Gabos (EG) from Fat, Oil & Grease (FOG) Team joined 11 July mtg. PPF Catchment not a ragging hotspot but EV happy to give presentation to local group. Supeceded by Action USW/PPF 11.7.2.	KH/ JW	30/06/22	Closed
QSW/PPF 17.5.10	SW to provide clear step by step guide of the decision process to mitigate increasing GW infiltration SW agree to hold a “Pollution Event Exercise” Initial ideas revisited due to FC operational concerns. Exercise to be held at SW HQ in Worthing & combined with visit to SW Operations Centre. Non-operational SW staff based in the catchment to test communication continuity with the parishes.	KH/ FC	TBA	Open

QSW/PPF 17.5.11	SW to share Phase 4 relining programme with PPF SW awaiting programme from Lining Division (LDT) who will is also responsible for requesting necessary road closures. KH has held mtg with HCC to minimise approval lead-times. Electroscanning started 22 August, relining programme still TBA.	KH	Ongoing	Open
QSW/PPF 17.5.12	Present to PPF how SW plan to engage regarding private lateral work and water butts Awaiting result of connectivity survey - date TBA Traffic management is not required.	KH	05/09/22	Open
QSW/PPF 17.5.13	Temperature sensors to be deployed prior to GW season. 26 temperature sensors plus additional sewer level monitors to be deployed, providing remote monitoring capability. Temperature sensors, sewer level monitors now on order. Site locations & installation dates TBA.	FC	TBA	Open
QSW/PPF 17.5.14	Consolidate & strengthen Pan-Parish communication channels Planned & emergency comms to be sent to PC Chairs for onward communication	PPF	08/06/22	Closed
QSW/PPF 6.9.1	Meeting between Simon Parker, SW & PPF to be arranged to share & discuss SW's future plans & challenges for delivery of mains water & sewage treatment.	KH	TBA	Open
QSW/PPF 6.9.2	SW to arrange a visit to Fullerton Water Treatment Works	KH	TBA	Open
QSW/PPF 6.9.3	SW to arrange a baseline water quality test	FC	TBA	Open
QSW/PPF 6.9.4	Colour code sewer network diagram to show progress being made on sealing programme	KH	10.1.23	Open

7. AOB & date of next meeting

The next quarterly SW/PPF Meeting will be held on Tuesday 10 January 2023. Peter Boyes offered use of Fyfield Village Hall but would just need to check if the hall is free on that date.

The meeting closed at 19:50.

Janet Wright

Secretary to the PPF