

SOUTHERN WATER/PILLHILL PAN-PARISH FORUM

Notes from Quarterly Meeting held 10th December 2025

Present:

Southern Water	Local Parish Councils
Nick Mills - Environment & Innovation Director (SW Co-Chair) Glenn McCubbin - Pathfinder Engineer Floyd Cooper - Wastewater Networks Groundwater Manager Callum Bentley - Flow Management Solutions Steve Court - Senior Regional Stakeholder Engagement Nick Davis - Regional Stakeholder Engagement Nick Davies - Programme Planning Manager Carolin Till - Project Management	Chris Harris - Amport (PPPF Co-Chair) Greg Michalczyk - Kimpton Beryl Vickers - Fyfield Richard Munday - Thruxton Sally Leech - Quarley Mike Cleugh - Monxton John Heather - Abbots Ann Peter Heslop - Upper Clatford Henryk Kwiatkowski - Goodworth Clatford Jenny Hopkins - Appleshaw & Redenham Nigel Blackmore - Penton Grafton PC/Upper Anton Parishes Flood Forum Janet Wright - Secretary to PPF
TVBC	
Cllr Maureen Flood - Anna Ward Cllr Susanne Hasselmann - Anna Ward	

Apologies received from:

Keith Herbert - SW Pathfinder Engineering Lead
 Sam Jenkins - SW Project Manager
 David Burlison - St Mary Bourne
 Alistair Dougall - Houghton PC/Pan Parish River Pollution Forum

Agenda:

1. Welcome and introductions - all
2. Pathfinder update - Nick Mills
3. Operational readiness and ecology report - Floyd Cooper
4. Capital programme update - Carolin Till
5. St Mary Bourne update - Nick Davies
6. Outstanding actions & flooding hotspots update - Janet Wright
7. Community Engagement on brook/water related issues in Thruxton - Richard Munday
8. Winter communications proposal - Nick Davis
9. Broadening the remit of this Forum - all
10. AOB

1. Welcome and Intro from Co-Chairs:

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

The last meeting of the Pillhill PanParish Forum, the PPPF, was in May this year. We will review today some of the activity in the catchment here in the months since then, but also address how the learnings in this catchment will be utilised elsewhere in the Southern Water area.

I am Chris Harris, Chair of Amport Parish Council, and am co-chair of the PPPF. Many of you have been regular attendees at our previous meetings. [Today we have guests from other parishes in the area.] Also we also have a couple of new faces from SW, and I'll let them introduce themselves in a minute.

We have apologies from David Burlison from St Mary Bourne PC and Alistair Dougall from Houghton PC/Pan Parish River Pollution Forum.

Since 2022, the PPPF and Southern Water have been successful in addressing the problems of excessive tankering in our catchment, caused by groundwater infiltration of the sewers. The Pillhill catchment runs from Kimpton in the north, through Fyfield, Thruxton, Amport, Monxton, Abbots Ann and Upper Clatford, with the parish of Quarley also a member. SW ran its "pathfinder" project here, built on good engineering and use of technology to monitor water levels by a team led by Nick Mills and Keith Herbert. This has saved SW a good deal of money. It is now extending this pathfinder learning into other catchments. There are many challenges ahead for SW – many of them well-publicised. But I think the biggest learning from pathfinder is that communication between SW, its contractors, and the community is hugely beneficial and indeed crucial to success.

So what of the next year? The level of rainfall locally this year has been low, to the extent that we have had much lower groundwater levels than last year, no tankers in this catchment unless required exceptionally, and even a hosepipe ban. We are now at the beginning of a rising groundwater season. Although not under the same pressures as in recent years, SW has not been idle since the last meeting. Today, the PPPF asks SW for an up to date report on identified issues in this catchment, especially in Kimpton, Monxton, Abbots Ann and here in Upper Clatford, where a rising main needs to be replaced in the coming months.

We also want to hear about SW's programme of work to address sewer sealing work in other local catchments over the next year, in order to eliminate their tanker issues. Hopefully, other catchments can learn from our experiences as to how we have done things. We still have work to do to eliminate our flooding hotspots caused mainly by run-off from roofs and roads. This will require some help from the EA and Hampshire County Council and its successors.

Another issue for discussion is the ongoing ecology sampling of the local rivers, which Janet and others have been doing. And we can also discuss the work that the community in Thruxton has been doing there.

SW has been advancing its plans for the wider area under AMP8 for all the water companies. This is against the background of an updated draft local plan that is being developed by TVBC's planning policy team. A draft local plan has to be sustainable, achievable, and deliverable. SW plays a central role in ensuring that any development is practical in this area and in what time frame. We know about SW's proposed Andover Link to increase the supply of water locally up to 2040, and we'd like to hear of any developments on the timing of that. We would also like to know about planning and investment in the sewage system and in what time frame, not only for this catchment but also for other local areas, all going into the Fullerton Water Treatment works.

The future of this forum is also for discussion. SW's focus is shifting away from the Pillhill Brook into the wider area; the affected local communities can play their roles going forward in a wider group. SW can provide its views; so can others.

With that I hand over to Nick Mills and the SW team.

With no other comments from the Parishes **CH** handed over to **Nick Mills (NM)**, **Southern Water's Environment & Innovation Director and co-chair of this body**. **NM** thanked **CH** and said that SW's commitment to improving infrastructure was growing with a £4.5 B investment this AMP8 growing to a likely £9 B in AMP9. It was crucial to capture the lessons from Pathfinder and implement them in operational processes, rolling them out to other villages with groundwater infiltration issues. However, capacity was a challenge. Training contractors to work across villages took time and had slowed the rollout. Engagement with residents was important too and this had underpinned the success of Pathfinder. **NM** concluded by stating that we'd discuss the forum's future later, but he didn't want it to become stale and lose focus. He believed these meetings were crucial for providing access to local communities, sharing important information, and listening to residents' ideas and concerns.

As Keith Herbert was with the Wessex River Trust today and unfortunately unable to attend this meeting **NM** said that he would cover the Pathfinder update.

2. Pathfinder update - NM

Supporting slides are provided in Schedule 1 and specific slides presented at the meeting are denoted by [slide x].

NM briefly summarised the Pathfinder Project [slides 4-6]. The aim was to protect the environment and stop tanker disruption and the graph on slide 4 clearly demonstrates that this was achieved; reducing the number of tankers from 36 down to zero in 4 years. Pathfinder took a new approach, locking out groundwater from the top of the catchment. In the past lining would only have focused on infiltration hotspots. Pathfinder took a 4 phased approach: investigating the whole public network; relining everything in the top of the catchment; relining public defects further south and finally setting up a monitoring programme. Monitoring included temperature sensors, sewer level monitors and water pumping station (WPS) pump runs. **NM** said that temperature monitoring was key to catching infiltration as groundwater is much colder than sewage. Unfortunately he did not have any temperature telemetry to share with the meeting. Slides 7-9 showed 3 years of rainfall and associated groundwater behaviour. Slide 10 showed the extent of the private and public relining works and that tankers were removed from the catchment when groundwater was 6 m above the 84 m EA trigger level for groundwater flooding.

Slide 11 shows pump runs at Stanbury Road, Mullens Pond and Little Ann Bridge WPSs with slide 12 zooming in on the past year to highlight the impact of relining. Despite rising groundwater levels, the graph shows significantly reduced pump run times. **NM** apologised for the glitch in the Mullens Pond (red) plot, which was a telemetry error as the pumps were functioning correctly.

Henryk Kwiatkowski (HK) said that there were tankers in Goodworth Clatford at the moment and was this due to groundwater issues? **Floyd Cooper (FC)** replied no, they were there in support of operations power issues.

Mike Cleugh (MC) asked about the lining works in Monxton High Street, these were not yet fully completed? **Glenn McCubbin (GMcC)** said that this was correct. **Carolyn Till (CT)** added that SW were investigating the best method to minimise disruption in the high street. **GMcC** said he wanted to get this work completed quickly and would look at this with CT.

Action QSW/PPPF 10.12.1: Arrange for outstanding main sewer relining work in Monxton High Street to be completed as soon as possible - GMcC/CT

NM asked **GMcC** to cover the next steps. **GMcC** explained that Pathfinder had enabled a new industry standard to put in place and deployed throughout the business. SW were working with Wessex and Thames Water and the photo on slide 13 showed the test rig used to simulate groundwater conditions and prove the methodology. The method is quicker, less disruptive and cheaper than traditional methods. So a win win.

JW wanted to share how informative SW's monthly Drought updates were. She wondered if something simpler could be rolled out to customers to better inform them about SW's work. **NM** thanked **JW** for her feedback and said he and Nick Davis (**ND**) would look into this.

3. Capital programme update - Carolin Till (CT)

CT outlined the private and public relining work planned for Penton Mewsey and Appleshaw [slides 16 & 17]. A staggered start was planned for January using 2 gangs. **CT** then outlined the work planned for the replacement of the Little Ann Bridge rising main [slides 18-20]. **Peter Heslop (PH)** asked when this work was likely to start? Parishioners were concerned that any delay increases the risk that the existing main will burst again. **CT** said that she understood parishioner's concerns but a date could not be set until the contractor had evaluated the proposed new route [slide 20]. **John Heather (JH)** asked why the proposed route was not in the field north of the A343? **Cllr Maureen Flood (CMF)** added that this field was owned by one individual and this would surely simplify permissions. **NM** thanked the meeting for their ideas and said that all potential routes were being explored. **JW** asked that when the route was finalised the key decisions behind this be shared. **NM** agreed to do this. **CT** then concluded with the outstanding works in the Pan Parishes [slide 21]. **Richard Munday (RM)** asked whether the verge repair in Kimpton covered the lay-by on Snoddington Lane as this was in a poor state. **GMcC** replied that SW had filled in the potholes after tankers had been stood down last year but as other vehicles used this lay-by these had returned. **CT** confirmed that repair to this lay-by was not within her scope of work. **CT** confirmed that they were still planning to repair the Kimpton verge and were waiting on HCC Highways. SW were evaluating usage of the Mullens Pond lay-by and in the interim will repair the surface. A short discussion followed about whether the SW borehole here could be reinstated for groundwater monitoring. **NM** said the borehole was full of slurry and was out of commission. **JW** said that in this case the borehole at Haydown Farm would continue to be used.

4. St Mary Bourne programme update - Nick Davies (NDvies)

NDvies covered the relining work being undertaken in this parish [slides 22-26]. This had been a real hotspot for groundwater infiltration and a major benefactor of Pathfinder learnings. In AMP7 the traditional approach was taken, just focusing on hotspots lower down the catchment. In AMP8 work has been undertaken at the top of the catchment and will cover 22 km of main sewer pipe! This work may also include the replacement of the St Mary Bourne WPS rising main. This project will be complex because the route of the rising main runs parallel to the Bourne Rivulet, a SSSI. Sam Jenkins will be the SW's project manager for this and the Little Ann Bridge rising main replacement and will come to future meetings to provide updates.

Nigel Blackmore (NB) asked about customer refusals to permit lining work to be carried out on their properties. **NM** replied that in SW's experience very few customers had refused to have their private sewers lined. In these cases customers were either not at home or manhole access was found to be obstructed i.e. by decking. **NB** then asked what happens if one of these 'unlined' properties was subsequently found to be causing problems. **NM** said that the Local Planning Authority, TVBC Environmental Health, could be contacted to help. **CMF** asked for more details on this and **NM** agree to share these.

Action QSW/PPPF 10.12.2: Share details for contacting Local Planning Authority regarding blocked access to private laterals - NM

JH asked for clarification on what happens if a private lateral is letting in groundwater. **GMcC** replied that as these cases were so few and far between the amount of groundwater entering the network was negligible. **CMF** stressed that communication was key in these cases.

With regard to replacing the rising main so close to a SSSI **JW** asked if the process of obtaining the relevant permits could be shared with this forum? This would be extremely helpful in understanding the steps a potential developers will have to go through when building works are proposed to take place near the Pillhill Brook. **NM** agreed to do this.

Action QSW/PPPF 10.12.3: Describe permitting process associated with sewer works within a SSSI designation - NM

5. Fullerton programme update - NDvies

NDvies presented 2 slides [slides 28 & 29] covering -

Action QSW/PPPF 14.10.4 ('24): Investigate mitigating smells emitting from Fullerton WwTW

Cake bays are to be covered [slide 28] and a new odour control system is being commissioned this month which will filter odours out of the air [slide 29] which is part of a £90 m investment for compliance with the Industrial Emission Directive (IED). **HK** asked whether the odour just came from the cake? **NM** replied that it came from a variety of sources. A discussion ensued on the pros and cons of managing and transporting dry cake and microbial transfer. **NM** said that he was not aware of any instances of microbes being transported by wind from cake bays.

JW suggested that we had an outstanding action to tour of Fullerton WwTW (**Action QSW/PPPF 14.10.3 ('24)**) and that this new odour management equipment could be seen then.

6. Operational readiness & groundwater - Floyd Cooper (FC)

FC started by sharing groundwater data for the Andover Villages (Clanville Gate), Bourne Valley (Vernham Dean) and King's Somborne [slide 31]. In all cases groundwater is at its lowest for the last 2 years. This groundwater data can be accessed [here](#). **FC** said that there had been tankers in Broughton but that they had now been stood down.

FC then ran through operational preparedness at catchment WPSs [slides 33-36]. Most site health checks and safety assessment are **complete** but 3 WPSs remain at **Amber**. Amport (Furzedown Lane) WPS requires a new impeller and new gate valves are required at Goodworth Clatford Station and Goodworth Clatford South WPSs. These are non-return valves used to control flow and may require tankers to support their replacement. Critical spares are on order for Little Ann Bridge and Goodworth Clatford Station. All critical spares are held at Fullerton WwTW. Pre-season sewer jetting has been completed at key locations [slide 36]. **FC** said that his team were interested to see what difference the removal of a large tree root that had grown into the sewer south of Little Ann Bridge will have on flow here.

Slide 37 gives examples of tankering and jetting route plans. **FC** said these were only for the PPPF at present but the intention was to roll these out to other areas. **FC** thanked the PPPF for their feedback on these plans.

i. Manor Farm Abbotts Ann - Pressure sensor [slides 38-40]

FC reported that the pressure sensor in the Manor Farm chamber was now working

well and a response action plan template [slide 39] was being put in place to define and measure call out response times if and when the spill height is exceeded. **Callum Bentley (CB)** said that he had scoped the work required to install a protective cage around the two pressure sensors in the chamber [slide 40]. Also the lid of the chamber was to be bolted down.

ii. Mill Lane Valves - Little Ann Automation Project [slide 41]

FC said that assessment of engineering proposal options will now be in the New Year.

CMF said that as a Abbotts Ann resident this was good to hear. Did **FC** think that the issues at Mill Lane can be solved? **FC** replied that although power was an issue he believed they could. **JH** asked whether the Manor Farm sensors could be tied to the Mill Lane automated valves? **FC** replied potentially yes. He added that failure here is not an option as the valves are so close to the Pillhill Brook. Extra diligence was required to ensure that the necessary fail-safes were in place.

7. Outstanding Actions & flooding hotspots update - Janet Wright (JW)

JW briefly ran through the background and progress made by the PPPF against -

Action QSW/PPPF 14.10.2: Work with HCC FWM Team to agree how best to prepare for winter

After an initial meeting with Sarah Reghif from HCC Flood and Water Management (FWM) in September 2024 the PPPF produced a [Pillhill Pan Parishes Flooding Hotspot Summary V1 11.11.24](#). Sarah suggested bunding as a possible mitigation to some road flooding and to contact the EA for further guidance. Iain Varney, EA Flood and Coastal Risk Management Advisor and Edward Wilcock, EA Flood Resilience Engagement Advisor visited the locations shown on slide 43 on 27 November 2025. The Kimpton and Upper Clatford sites merit further investigation but bunding is not a viable solution to storm water run off into the Pillhill Brook. Water butts and the construction of a reed bed were recommended as suitable alternatives. Notes and actions from the meeting have been circulated to the EA and the PPPF await their response. **JW** expressed her disappointment that neither HCC or the EA were represented at this meeting.

JW then summarised that water quality monitoring being carried out by volunteers of the Pillhill Brook Association (PBA). Nine monitoring sites have been established along the brook [slide 44] and chemical water quality tests and invertebrate counts are carried out on a monthly basis [slide 45]. Results are accessible on the [PBA website](#) and also input to national databases so that our monitoring data contributes to a broader picture of river health. **MC** asked what chemicals the PBA tested for. **JW** replied nitrate, phosphate and ammonia and all data was within acceptable Water Framework Directive limits.

FC added that he had spoken to Shaun Plenty, SW Principle Aquatic Ecologist and the final ecology report for the Pillhill Brook would be available next spring.

The PBA were observing how the Pillhill Brook had responded to falling and rising groundwater. This was being tracked on their [Brook Levels](#) webpage. **JW** said that she had been surprised at just how little groundwater had risen before the brook had reactivate.

NM said that he would be happy to share SW's hydrology models for the catchment. **JW** thanked NM, it would be very interesting to compare these with actual brook behaviour.

Action QSW/PPPF 10.12.4: Share SW hydrology models for Pillhill Brook catchment - NM

8. Community Engagement in Thruxton - Richard Munday (RM)

RM stated that this group is being led by ex-councillors and local experts and was set up to address planning issues. The group recently curated a Thruxton winterbourne walk attended by TVBC, HCC Highways, SW, EA and Southampton University. The joint aim of this initiative is to restore the collapsed banks of the winterbourne watercourse along Thruxton Green to a habitat that would support the return of a healthy water vole population. **RM** said that the initiative was at an early stage and being facilitated by Charlotte Rimmer from TVBC Biodiversity and Landscape who was very keen to use this collaborative approach as a pilot for biodiversity work elsewhere. **JW** noted that this would be another first for the Pillhill Pan Parishes!

9. Winter communications proposal - Nick Davis (ND)

ND presented SW's proposal on how to keep everyone informed going forward [slides 48 & 49]. The aim was to make the most efficient use of resources available. In the PPPF weekly meetings had been replaced by monthly check-ins once the relining works had been completed. So this model was proposed for other catchments: weekly progress meetings during active relining and monthly reviews to evaluate the results of relining once work was completed. Email updates would be used for specific project updates, both targeted and general. With regard to customer updates these would be for scheduled and emergency works. Local resident engagement could be via social media or events and tours. **JW** added that customers did not differentiate between wastewater networks and mains water issues. Due to the pan-parish history of groundwater problems it was likely that a SW vehicle will always be linked to sewage issues so winter communications must cover both SW divisions. **ND** acknowledged this.

With regard to this quarterly pan-parishes forum there was a general agreement that the this needed review.

10. Broadening the remit of this Forum - All [slide 51]

A brief discussion ensued resulting in the agreement to move this quarterly forum to an annual Fullerton catchment level. This broader forum could be used to help facilitate the establishment of other pan parish groups. Already established were the Upper Anton Parishes Flood Forum and the Pan Parish River Pollution Group led by Houghton PC. **NB** said that on behalf of the Upper Anton Parishes Flood Forum this approach had their support. The success of these pan parish groups was due to their focus on the resolution of common problems. The broader forum would allowed SW to share their plans and enhancements for Fullerton WWTW in context with their wider AMP8/9 investment plans and reach a wider audience. **JW** asked if these broader meetings could be held at Fullerton WWTW itself. **NM** replied that he doubted that the meeting facilities here could accommodate the numbers. It was agreed that the first meeting in this new format would be held in June 2026 venue TBA. The PPPF would be happy to help facilitate this first meeting by contacting all parishes involved.

11.AOB

NM informed the meeting that as part of the Water Framework Directive SW would be installing public real-time water quality monitoring both up- and down-stream of all WwTWs. This was welcomed by the meeting.

RM asked about sewer network resilience in light of the revised TVBC Local Plan. **NM** replied that SW had a duty to connect. SW were disappointed with the Flood and Management Act and were not a statutory consultee on the government's housing development plans. SW had however commented on the TVBC Local Plan and that had been shared with this forum.

Finally **GMcC** announced that the Pan Parishes had jointly won the EA's Flood & Coast Excellence Award 2025 for Climate Resilience Places with SW. **CH** received this award on behalf of the Pan Parishes saying that it was much appreciated.

There being no other business the meeting closed at 17:00 with SW wishing everyone a Merry Christmas.

Action List

All actions are reviewed and progressed through the monthly SW/PPPF Check-In Meetings (separate meeting notes circulated to PPPF) using a RAG reporting methodology with regard to resolution/completion before start of next groundwater season i.e. **RED** - no progress/high risk; **AMBER** - some progress/still of concern; **GREEN** - good progress/ low concern.

No.	Action	Who	By When	Status
QSW/PPF 17.5.11 (22)	<p>Pathfinder sewer relining programme in north of catchment recommenced 7.7.23 under emergency measures.</p> <ul style="list-style-type: none"> Monxton High Street completed 18.10.23 - last few joints & removal of 'vein' to be actioned in 2025. Thruxton & Fyfield starts 23.10.23. Thruxton all bar manholes completed 22.12.23. Kimpton starts 2.1.24 <p>Work on hold - catchment in full-blown recovery mode 8.1.24</p> <ul style="list-style-type: none"> Kimpton relining recommences & manhole sealing in Fyfield starts 18.1.24 Kimpton completed 8.3.24, further infiltration found in Cow Lane 31.03.24 due to unprecedentedly high GW levels - completed 5.4.24 Fyfield relining commences 9.3.24, stop/start due to high GW levels - completed 23.04.24 <p>Relining programme complete 3.5.24</p> <p>Sewer performance to be monitored throughout 2024/25 GW season.</p> <p>Groundwater season has ended so it can be stated that no tankers have been deployed for GW infiltration in the 24/25 season.</p> <p>Further targeted relining works in Fyfield and more southerly villages TBD.</p>	KH	Monthly or as needed updates	Ongoing
USW/PPF 11.7.3 ('23)	<p>Would a local group(s) benefit from a FOG presentation?</p> <p>Linked to outcome of engineered automated solution to Mill Lane valves.</p>	FC/ ND/ JW	linked to ragging?	Open

QSW/PPF 7.12.1 ('23)	<p>SW Pathfinder to lobby for a change to private sewer building regulations - material & connection for the use of plastic piping & a more rigorous method of connection in Pan-Parish and similar high groundwater infiltration catchments.</p> <p>Generic letter sent to all neighbouring PCs 19.02.25</p> <p>TVBC will not mandate use of PVC as national building regulations allow other materials but state that "PVC is generally favoured anyway, because of cost considerations." Therefore generic letter modified to reflect this & resent to neighbouring PCs 02.04.25</p> <p>SW have published new Surface Water Management Policy the implication of which are unclear.</p> <p>Letter received from Nick Mills 31.07.25 recommending that a new, higher design and construction standard be developed. SW are working with the Water Research Council to achieve this.</p> <p>Letter now incorporated into SW's response to the TVBC Revised Local Plan.</p>	NM/ ND	Quarterly update	Ongoing
USW/PPF 23.2.1 ('24)	<p>Wastewater Networks issues and action points</p> <p>(a) Provide regulatory req's for overpumping plus details of SW plans & implications - IRP Version 7.1 December 2024 states overpumping no longer viable & mitigation will be via tankers</p> <p>(b) Road & WPS lay-by reparation plan - 4/4/25 AMP8 funding yet to be released</p> <p>Verge south of Kimpton Green permanent reinstatement o/s.</p> <p>Verge markers an issue. JW to facilitate conversation between CT & Jonathan Bambridge, HCC Highways</p> <p>Island by the Poplar Farm Inn repaired - 01.03.24</p> <p>Island in Kimpton reseeded - 05.04.24</p> <p>Lay-by in Ampport tidied & reseeded 21.8.24, and again May 2025 which was almost immediately destroyed!</p> <p>Review in spring 2026.</p> <p>Mullens Pond lay-by reparation and application of permanent status o/s</p> <p>Temporary surface to be repaired & winter usage to be reviewed.</p> <p>Manhole restoration at Manor Fm, Abbots Ann completed 25.8.24</p> <p>Signs erected 15.10.24</p> <p>(c) Automation of Mill Lane Valves - proceeding with 2 contractors; Ampibar & LG Woods. Service Brief raised over power issues.</p> <p>07.11.25 - no progress to report</p> <p>(d) Stakeholder Engagement - Nick Davies assigned to PPPF Introductory meeting held 20.11.24</p> <p>(e) Relationship with Hampshire County Council Highways</p> <p>Superseded by Action QSW/PPPF 14.10.2</p> <p>(g) Anna Valley rising main integrity following burst - confirmed as being on red risk list. Will be known as Little Ann Bridge WPS rising main replacement & Project Mgt kick-off held 02.05.25.</p> <p>Project Mgt updates now being fed into these meetings but work unlikely to start until after April 2026.</p>	FC/CT	Monthly updates	Open
QSW/PPPF 14.10.1 ('24)	<p>Investigate SW incident reporting process with regard to spills not on a customer's premises</p> <p>Strengthening process on two fronts:</p> <p>1) temporary workaround using keyword "Groundwater"</p> <p>2) development of new Waterworx system</p> <p>Few incidents reported & none have used keyword</p>	FC/ PPPF	Quarterly Update	Open
QSW/PPPF 14.10.2 ('24)	<p>Work with HCC FWM Team to agree how best to prepare for winter</p> <p>Mtg held 27.11.24. HCC FWM circulated meeting notes containing a number of agreed actions.</p> <p>Focusing on bunding solution to road flooding. EA response received 23.05.25.</p> <p>EA mtg held 27.11.25 - bunding a possible solution at Kimpton and Upper Clatford. Awaiting EA resposner to notes and action circulated on 08.12.25.</p>	PPPF/ EA/SR	Quarterly Update	Open
QSW/PPPF 14.10.3 ('24)	<p>Arrange tour of Fullerton Wastewater Treatment Works for all interested parishes.</p> <p>Include new odour management equipment.</p>	ND/ JW	Monthly Update	Open

QSW/PPPF 14.10.4 (‘24)	Investigate mitigating of smells emitting from Fullerton WwTW Multiple sources are responsible with an unacceptable 2030 back stop for total mitigation. NM agreed to report back on a more realistic resolution date at September’s mtg. New odour control system being commissioned Dec’25 & covering of cake bays by Mar’ 26.	ND	Monthly Update	Ongoing
QSW/PPPF 22.01.4 (‘25)	Propose how the scope of Quarterly SW/PPPF meetings be broadened and who should be included Meeting held with NM on 21.07.25. Terms of reference awaited to move forward. Fullerton catchment parishes approached, suggested agenda & venue passed to SW 10.09.25. Current SW restructuring underway and so new format meeting postponed until Q126.	NM/ CH	Monthly Update	Ongoing
Completed Actions (will be removed in next issue but kept on file)				
QSW/PPF 21.3.2 (‘24)	Investigate tanker requirements at Goodworth Clatford South & Station WPSs to avoid persistent spills in the village Alternative location found & Pan Parish Playbook updated accordingly. To be shared with PC. Targeted work has resulted in levels in wet well dropping so that tops of pumps can be seen at GC Station WPS.	FC	21/5/25	Closed
QSW/PPPF 22.01.1 (‘25)	Provide hyperlink to Environmental Land Management scheme (ELMs) funding guidance Environmental Land Management (ELM) update: how government will pay for land-based environment and climate goods and services - GOV.UK Catchment Sensitive Farming: advice for farmers and land managers - GOV.UK	SR	26/2/25	Closed
QSW/PPPF 22.01.2 (‘25)	Provide location and photos of bunding example in Gosport Photo and location details for example in Fareham shared 36 Wallington Shore Rd - Google Maps	SR	26/2/25	Closed
QSW/PPPF 22.01.3 (‘25)	Ensure that all 5 WPSs in PPPF catchment have new signs to facilitate easy reporting. Signage inside WPS compound is unreadable from kerbside. New signage now in place.	FC	1/8/25	Closed
QSW/PPPF 21.5.1	Share Adler & Allan results from sampling area of algal growth north of Waterloo Bridge, Wiremead Lane/ Results showed no evidence of pollution or harmful algae.	FC	1/8/25	Closed

Janet Wright
Secretary to the PPPF