



# Pan Parish Forum: Quarterly Update

10 December 2025



# Today's agenda

- Welcome and introductions - all
- Pathfinder update – Nick Mills
- Capital programme update – Carolin Till
- St Mary Bourne and Fullerton updates – Nick Davies
- Operational readiness and ecology report – Floyd Cooper
- Outstanding actions & flooding hotspots update – Janet Wright
- Community Engagement in Thruxton – Richard Munday
- Winter communications proposal – Nick Davis
- Broadening the remit of this Forum - all
- AOB







# Pathfinder update:

## Dr Nick Mills



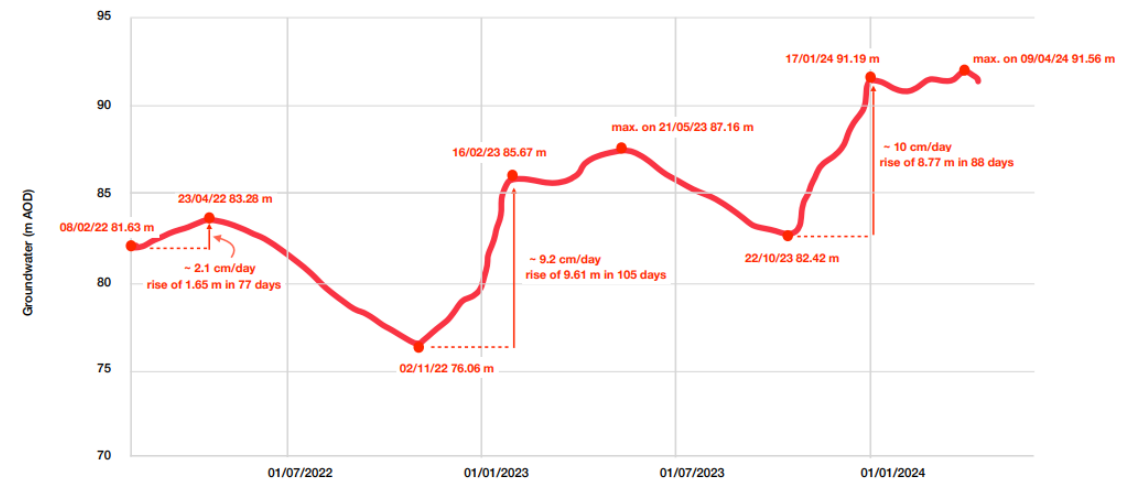
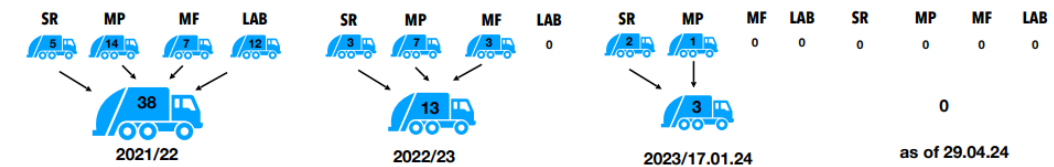
# Objective and re-brief for new members



## Tankering Sites

SR - Stanbury Road WPS  
MP - Mullens Pond WPS  
MF - Manor Farm Bell Valve  
LAB - Little Ann Bridge WPS

## Pillhill Pan Parish 3 yr Reduction in Tanker Deployment



# Protect the environment and stop the disruption







### **Seal Everything**

*Thruxton, Kimpton, Fyfield & East Cholderton*

**Aim:** no tankering from these villages

**Scope:**

Seal leaky public sewers – 4.5km

Seal public manholes – 134

Seal private drains – 559 properties (~8.4km)

Scan remaining public sewers – 1.9km

**Aspiration:** completion by Nov '22

**Expectation:** Seal Thruxton and Kimpton by Nov '22, follow with Fyfield & E Cholderton by Nov '23

### **Seal Public Defects**

*Amport & Monxton*

**Aim:** no infiltration into the public network.  
Learn from "seal everything" villages and monitoring.

**Scope:**

Seal leaky public sewers – 1.4km

Seal public manholes – 65

Scan remaining public sewers – 3.2km

Monitor impact of upstream work

Plan future private drain sealing if required

**Aspiration:** sealing completed by Nov '22

**Expectation:** TBC

### **Investigate Everything**

*Weyhill, Abbots Ann & Little Ann*

**Aim:** understand how much infiltration can occur into the public network.  
Learn from monitoring and other villages.

**Scope:**

Scan public sewers – 10.4km

**Aspiration:** scans completed by Nov '22

**Expectation:** scans carried out between May '23 and Nov '23 (TBC)

### **Monitoring**

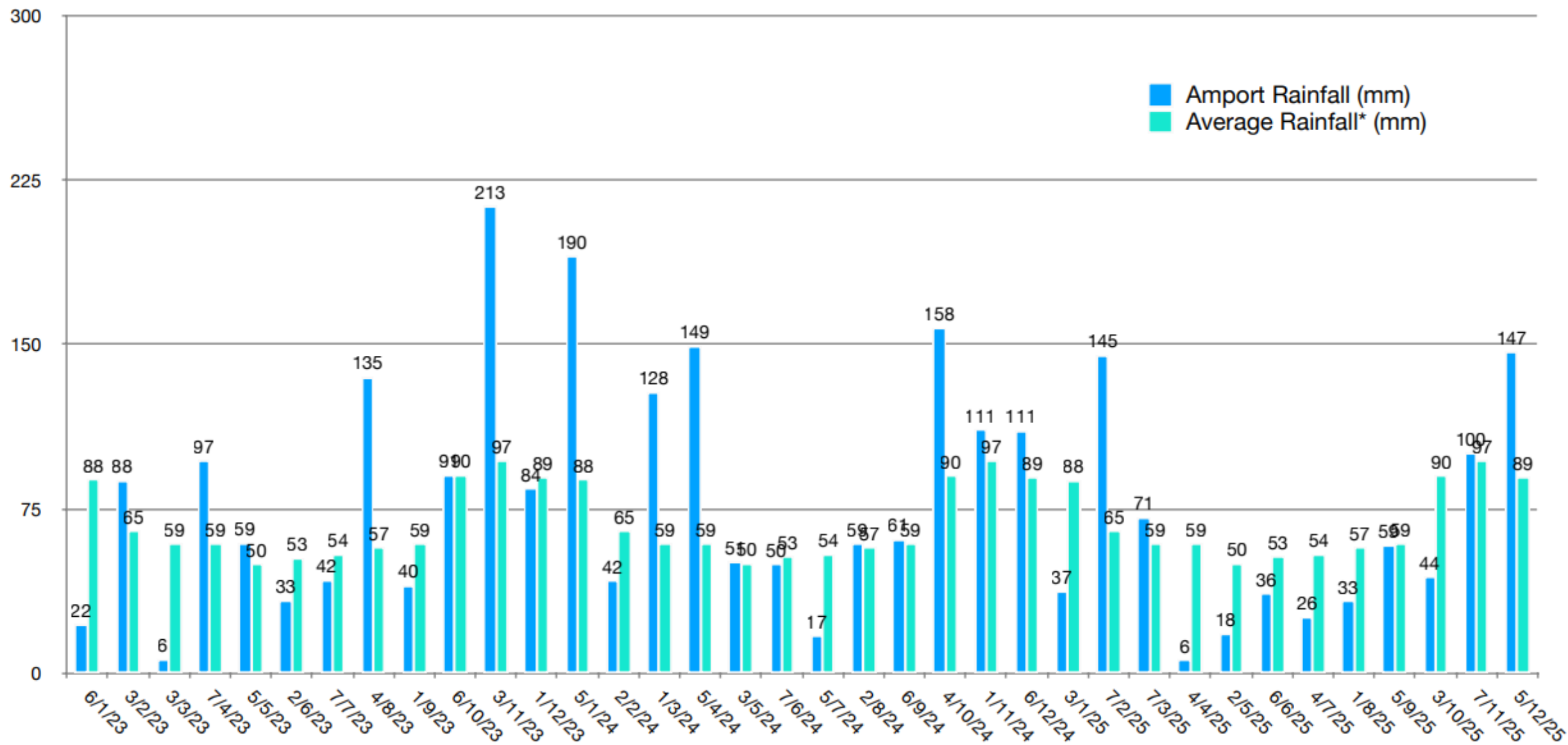
*All villages*

**Aim:** Improve understanding local groundwater levels. Improve understanding on where infiltration is entering the network. Improve speed of reactive maintenance. Evidence suitability of sealing technique.

**Scope:** Observation boreholes and improved groundwater model  
Temperature sensing  
AMP cycle electro scan programme

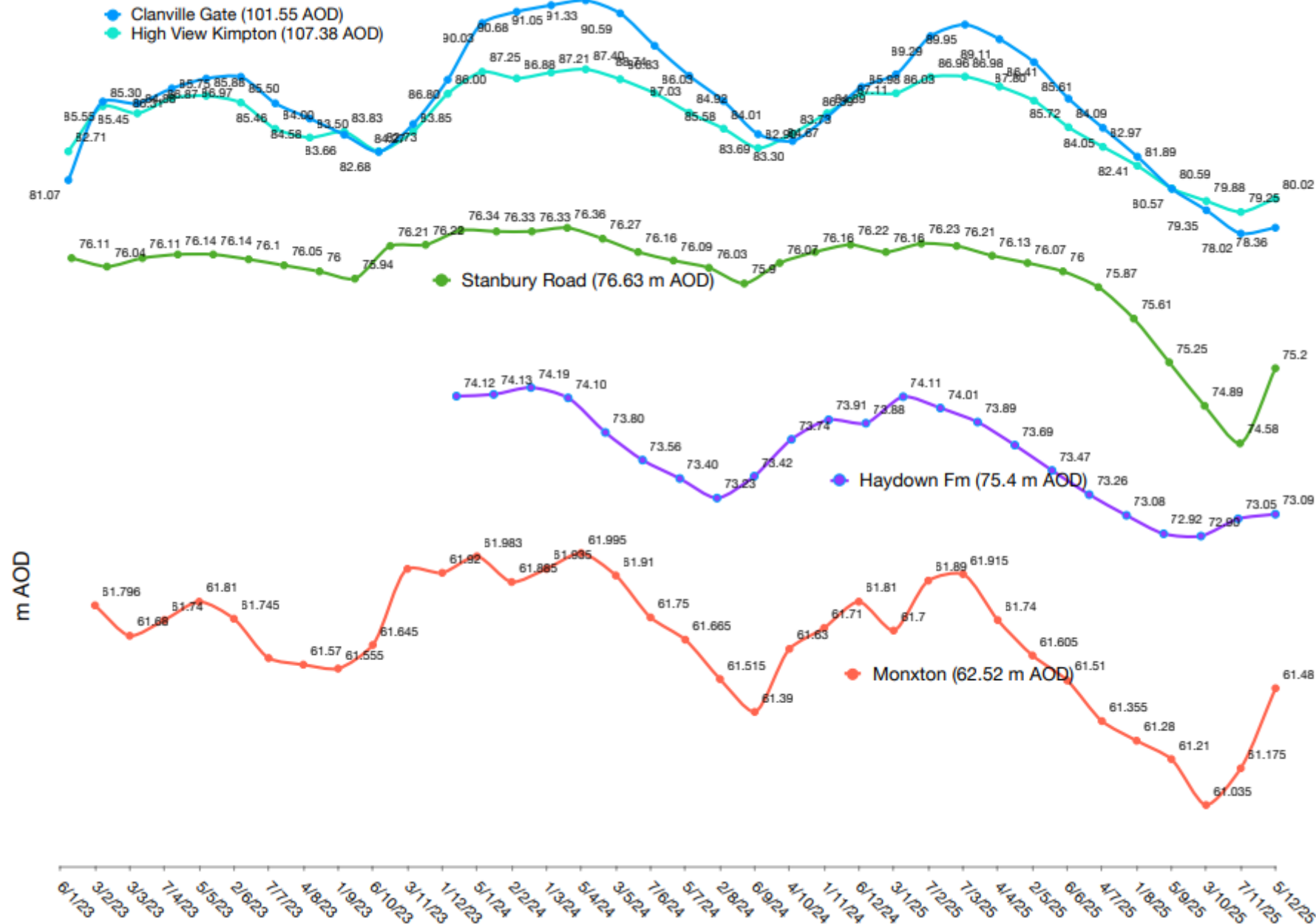
**Aspiration:** Monitoring in place for Nov '22.







# Pan Parish Catchment Groundwater Levels (m AOD) as of 5 December 2025





Week	Amport Rainfall (mm)	Average Rainfall* (mm)	Clanville Gate* (101.55 AOD)	High View Kimpton (107.38 AOD)	Stanbury Road (76.63 m AOD)	Haydown Fm (75.4 m AOD)	Monxton (62.52 m AOD)
6/1/23	22	88	81.07	82.71	-	-	-
3/2/23	88	65	85.55	85.30	76.11	-	61.80
3/3/23	6	59	85.45	84.88	76.04	-	61.68
7/4/23	97	59	86.31	85.75	76.11	-	61.74
5/5/23	59	50	86.87	85.88	76.14	-	61.81
2/6/23	33	53	86.97	85.50	76.14	-	61.75
7/7/23	42	54	85.46	84.00	76.10	-	61.60
4/8/23	135	57	84.58	83.50	76.05	-	61.57
1/9/23	40	59	83.66	83.83	76.00	-	61.56
6/10/23	91	90	82.68	82.73	75.94	-	61.65
3/11/23	213	97	84.27	83.85	76.21	-	61.94
1/12/23	84	89	86.80	86.00	76.22	-	61.92
5/1/24	190	88	90.03	87.25	76.34	-	61.98
2/2/24	42	65	90.68	86.88	76.33	74.12	61.89
1/3/24	128	59	91.05	87.21	76.33	74.13	61.94
5/4/24	149.2	59	91.33	87.40	76.36	74.19	62.00
3/5/24	50.5	50	90.59	86.83	76.27	74.10	61.91
7/6/24	49.5	53	88.74	86.03	76.16	73.80	61.75
5/7/24	16.8	54	87.03	84.92	76.09	73.56	61.67
2/8/24	59.0	57	85.58	84.01	76.03	73.40	61.52
6/9/24	61.1	59	83.69	82.90	75.90	73.23	61.39
4/10/24	157.5	90	83.30	83.73	76.07	73.42	61.63
1/11/24	110.9	97	84.67	84.89	76.16	73.74	61.71
6/12/24	110.6	89	86.39	85.98	76.22	73.91	61.81
3/1/25	37.2	88	87.11	86.03	76.16	73.88	61.70
7/2/25	145.0	65	89.29	86.96	76.23	74.11	61.89
7/3/25	71.1	59	89.95	86.98	76.21	74.01	61.92
4/4/25	5.8	59	89.11	86.41	76.13	73.89	61.74
2/5/25	18.0	50	87.80	85.61	76.07	73.69	61.61
6/6/25	36.1	53	85.72	84.09	76.00	73.47	61.51
4/7/25	25.5	54	84.05	82.97	75.87	73.26	61.36
1/8/25	32.9	57	82.41	81.89	75.61	73.08	61.28
5/9/25	58.5	59	80.57	80.59	75.25	72.92	61.21
3/10/25	43.6	90	79.35	79.88	74.89	72.90	61.04
7/11/25	100.1	97	78.02	79.25	74.58	73.05	61.18
5/12/25	146.5	89	78.36	80.02	75.20	73.09	61.48

← Tankers removed

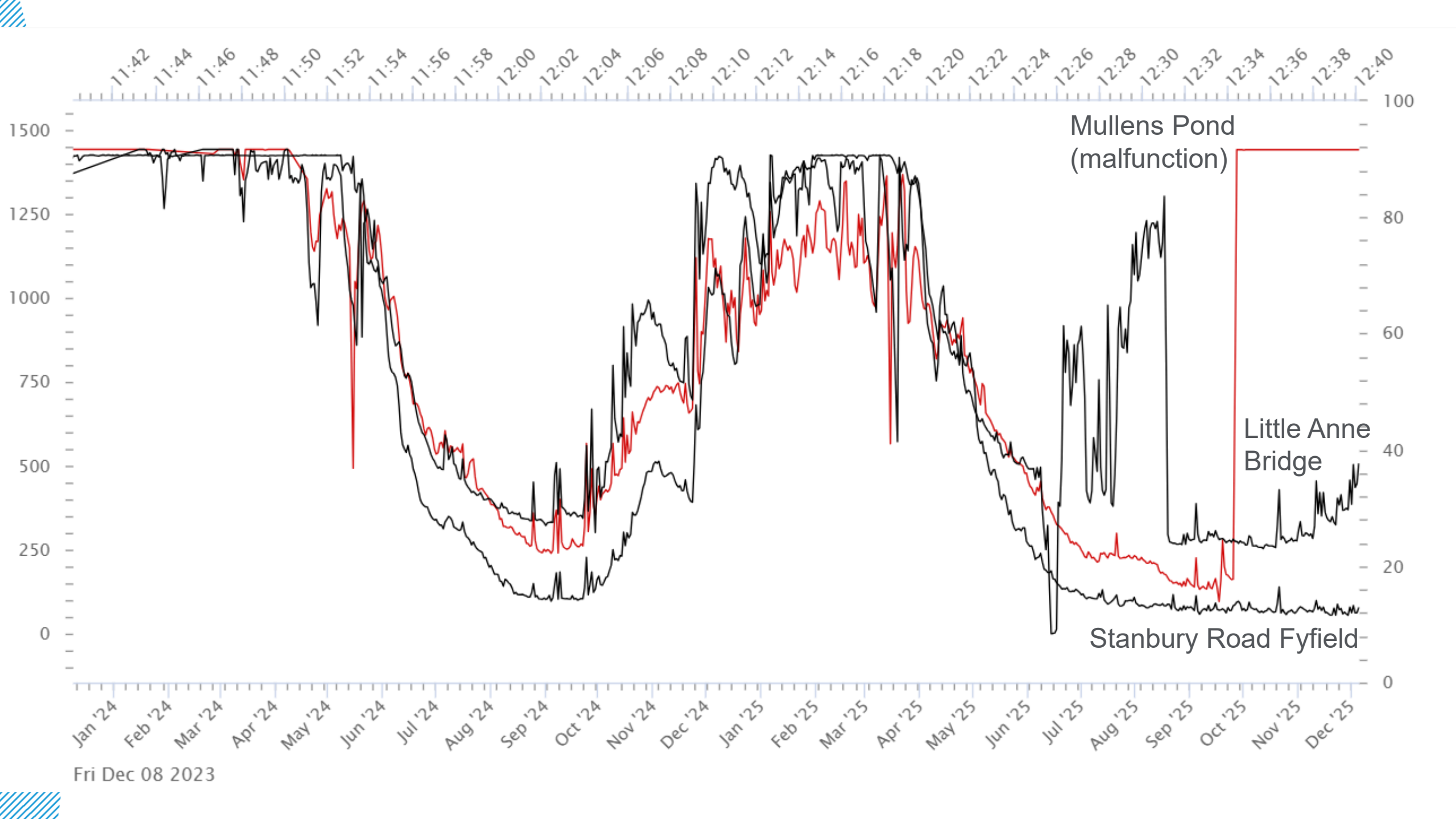
← Tankers deployed

← Tankers removed



Area	Action	How many	Specifics	When	RA
Pan Parish	Tubogel	Kimpton Fyfield E. Chold Thruxton	97/113 props 795/955m 128/146 props 1027/1187m 19/21 props 196/206m 57/178 props 439/1501m		
		<b>Total</b>	<b>301/458 props 2457/3849m – 112 props left</b>		
	Public sealing	Kimpton Fyfield Thruxton E. Chold Weyhill Monxton	570m 632m 1125m 39m 0 175m		
	Inspection cover sealing	120/134			
<b>GW level peaked at 91.5. Tankers stopped at 90.6 Vs trigger of 84m</b> <b>Total 4998m of sealing works.</b> <b>Ofwat target 5-7km</b>					



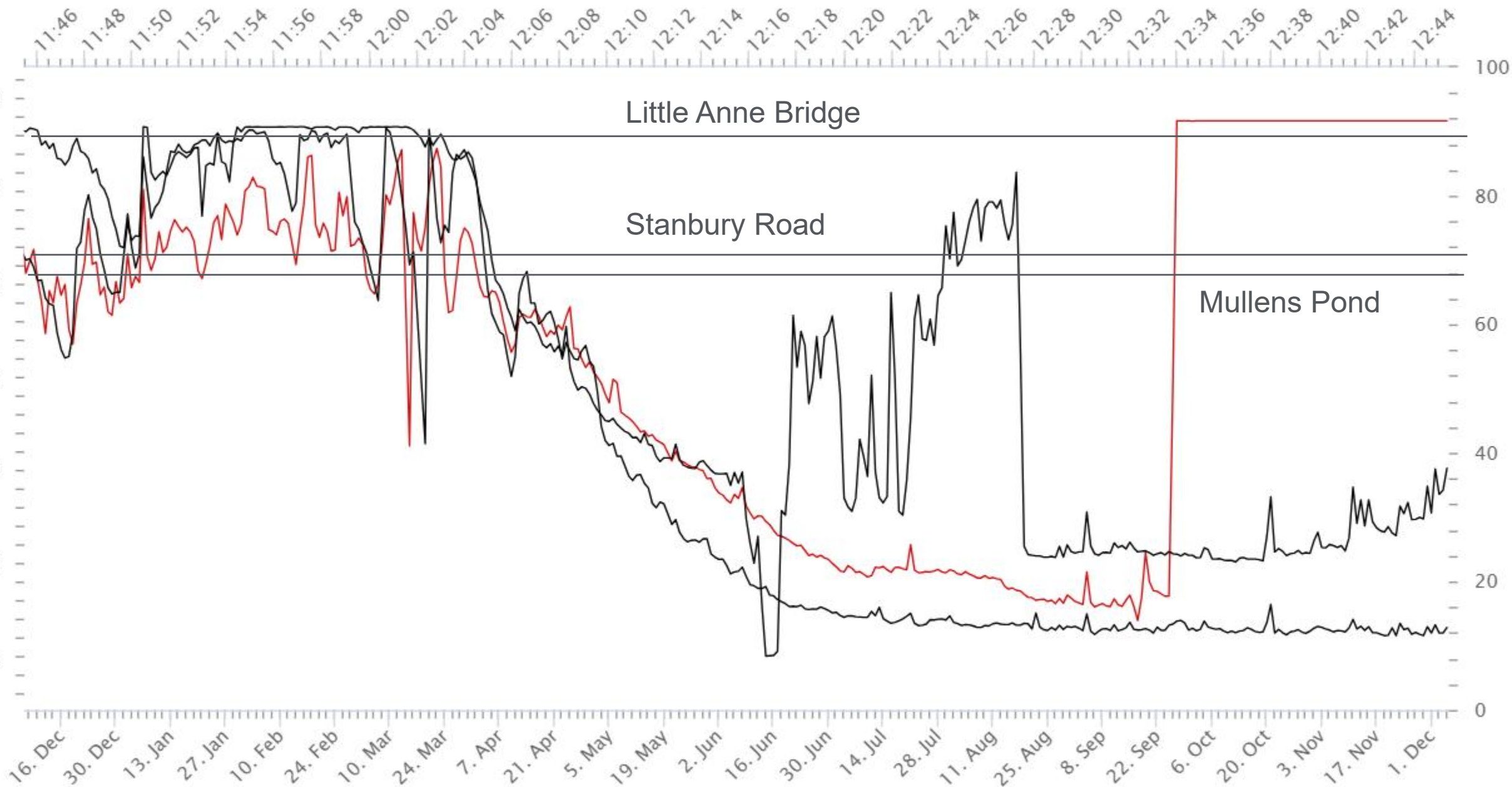






Fri Dec 05 2025

# This time last year comparison





## Next steps

- We now have Water Research Council approval for the methods used in Pan Parish
- This was proven under laboratory conditions
- This method is quicker, less disruptive and cheaper than traditional methods
- These techniques will be key as we tackle 54 CSOs before 2027, 131 before 2030 and over 10 'dry day' sites.







# Capital programme update:

## Carolyn Till



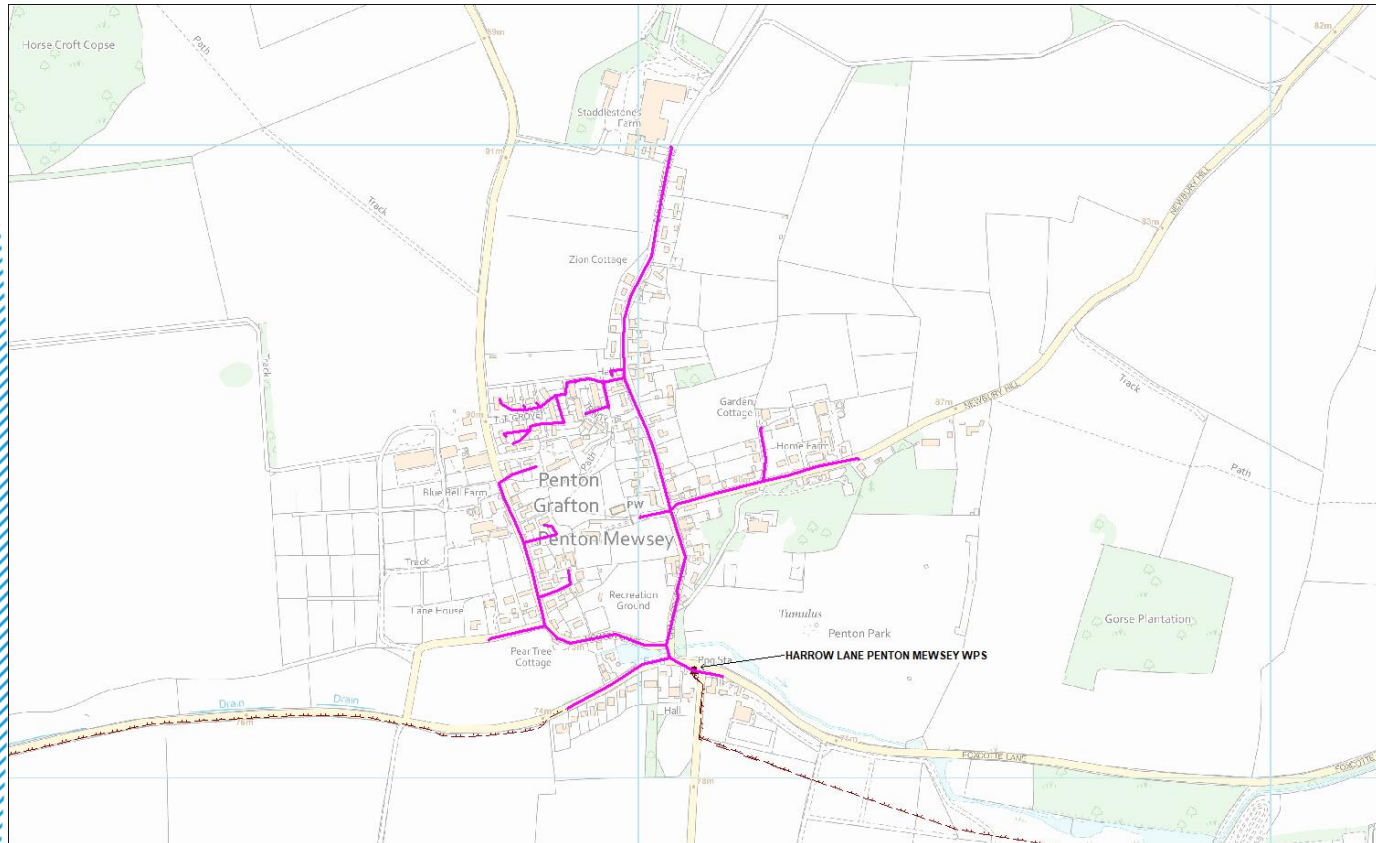
# Overview



- Appleshaw and Penton Mewsey Sewer Sealing / Lining
- Little Ann Bridge Rising Main
- Kimpton Verge repair / Mullens Pond Layby



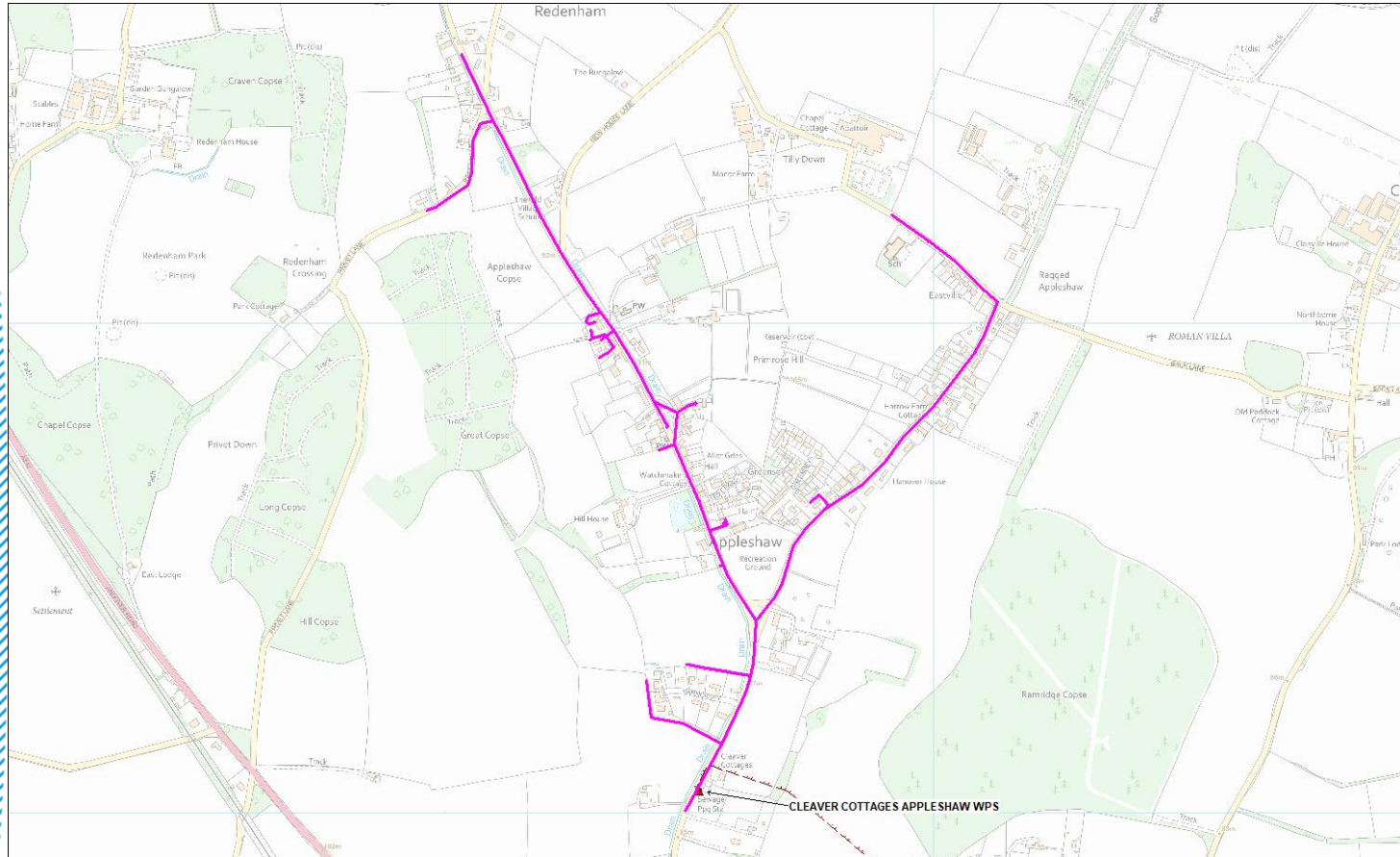
# Penton Mewsey – AMP8 Works



- The total length of sewer to be sealed in the Penton Mewsey / Penton Grafton Parish is 6,637m
- Public sewer: 2,900m
- Private Laterals: c.3,740m
- Start date – 5th January 26 and works will last approximately 8 months
- Letters have been sent to residents requesting permission to seal private laterals
- Customer drop-in arranged for 12th December



# Appleshaw



- The total length of sewers to be sealed in the Appleshaw Parish is 8,928m
- Public sewer: 4,000m
- Private Laterals: c.4,940m
- Start date – 12th January 26 and works will last approximately 8 months
- Letters have been sent to residents requesting permission to seal private laterals
- Customer drop-in arranged for 12th December.

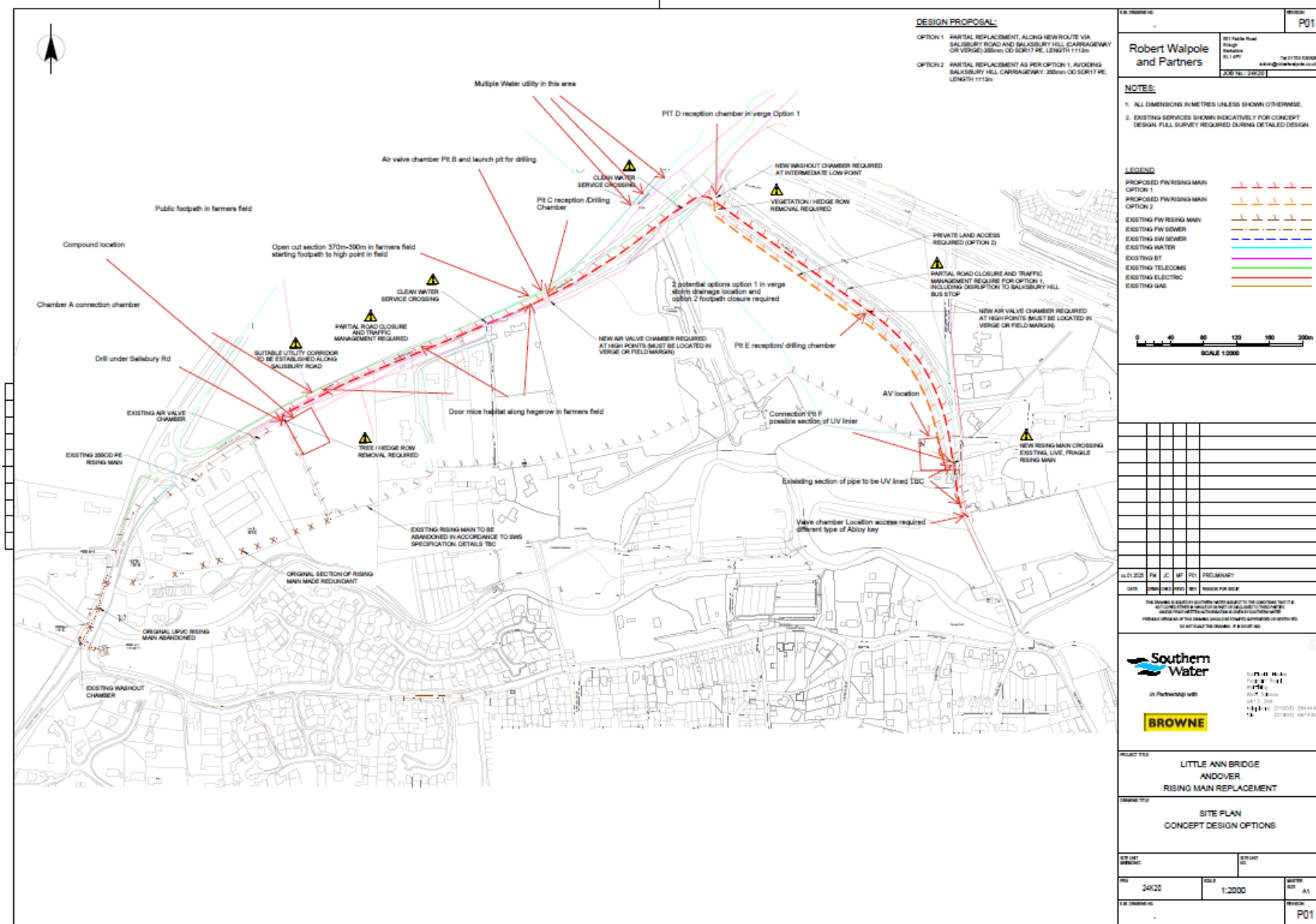


# Little Anne Bridge Rising Main

- The existing rising main will be replaced with a 355 OD PE pipe of 1,110m
- Offline replacement along new route via Salisbury Road and Balksbury Hill
- There is an additional extended section from the connection point alongside the rear of the tennis courts which is under investigation via a TOPO survey to confirm levels. This should then be included in any scope delivery
- It is currently just a draft design proposal, but has been accepted to progress to detailed design and build with J Browne
- Outline plan drawing (concept) on next slide with caveat to include extended section under discussion. To be confirmed during surveys/detailed design.

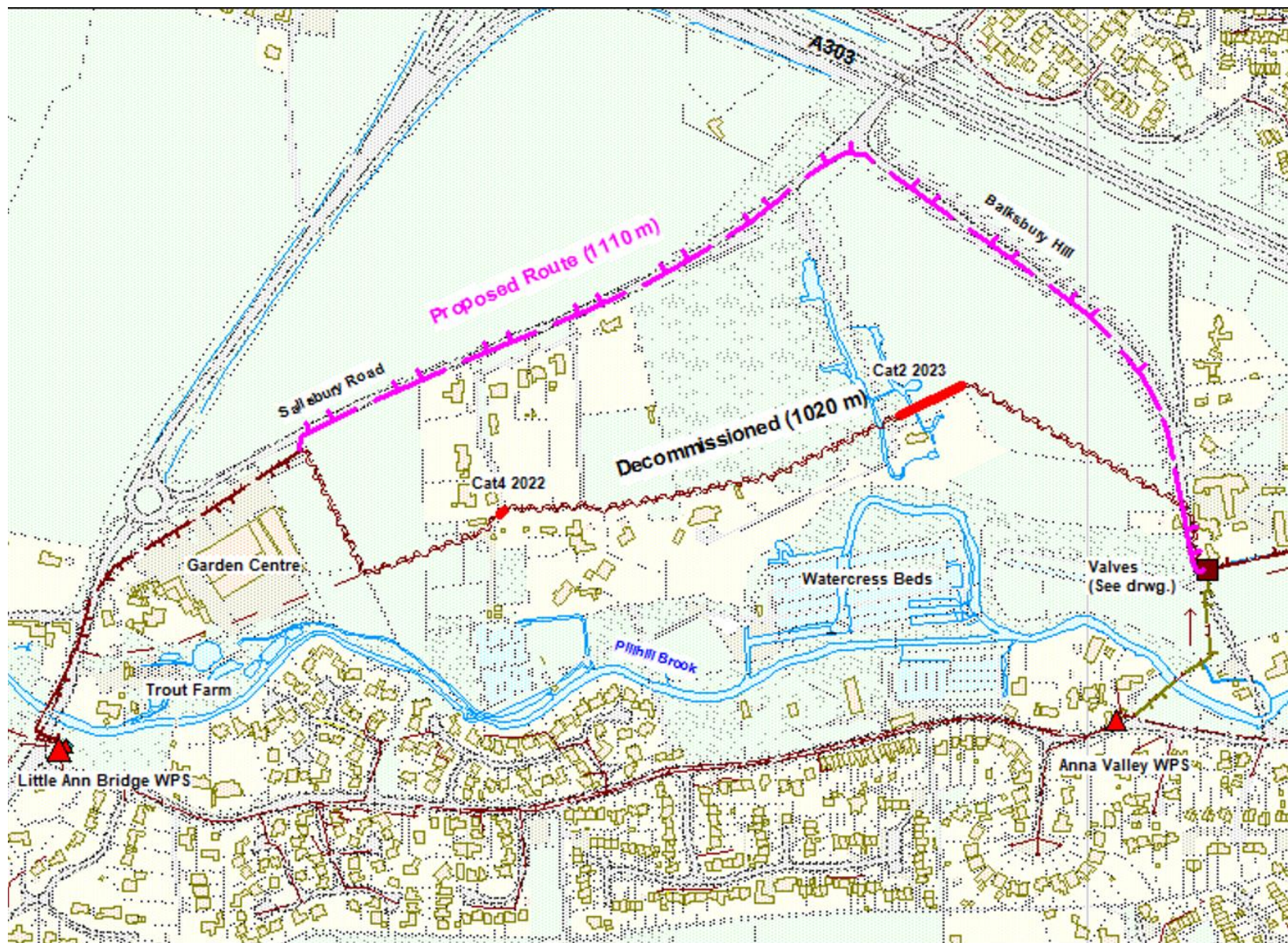


# Outline plan drawing (concept) below with caveat to include extended section under discussion





# Little Ann Bridge Rising Main: Existing & Proposed Route





# Outstanding works in Pan Parish

- **Kimpton Verge repair**
  - Awaiting communication from Hampshire Highways
- **Mullens Pond Permanent Layby**
  - Temporary layby to be repaired in the interim
  - Decision on permanent layby will be determined by number of tankers over the next six months and cost consideration.
- **Goodworth Clatford - project will be launched in Year 2 (April 2026)**





# **St Mary Bourne programme update:**

## **Nick Davies**

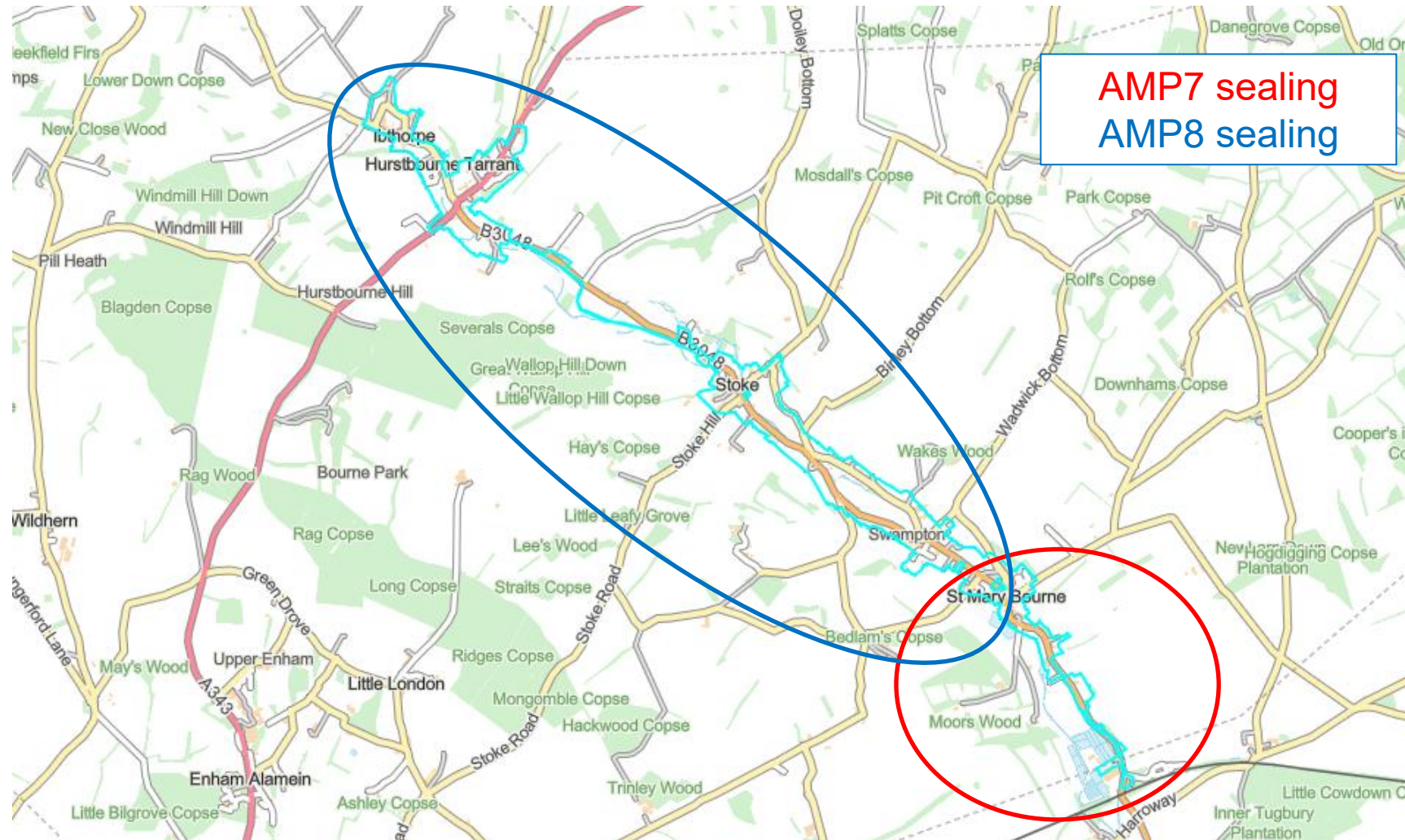


# St Mary Bourne sewer sealing

- **Work completed in AMP7**
  - sealed 370 m of sewer & 24 manholes
  - pumped anti-flood devices fitted to protect customers
  - civils completed to improve sewer flows through village & keep levels lower
- **Benefit of AMP7 works**
  - 75% reduction in tankers
  - Holdway Cottages WPS pumps less often
  - reduced impact of services to our customers
- **AMP8 works**
  - 94 further sealing tasks identified, 24 completed so far
  - optioneering in progress for replacing St Mary Bourne WPS rising main

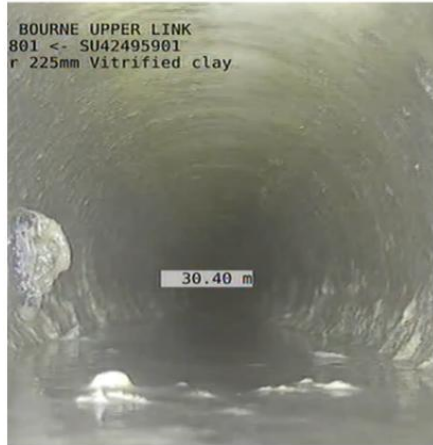


# St Mary Bourne – sewer sealing locations



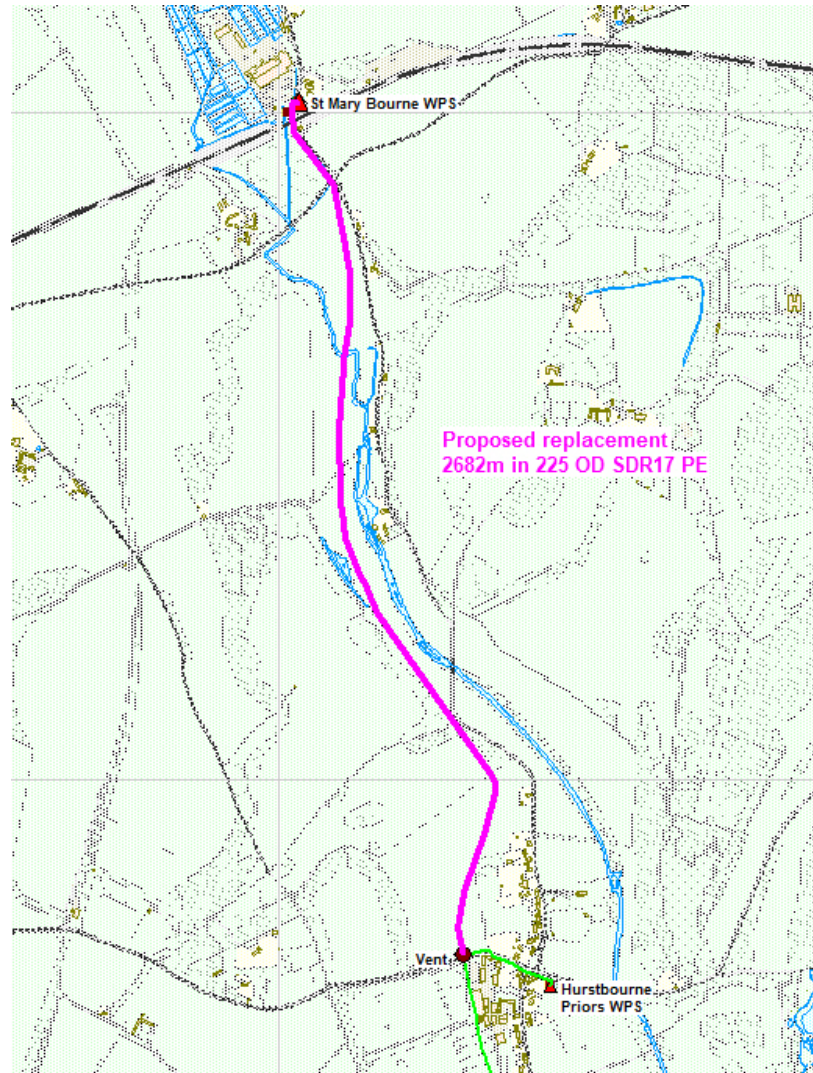


# St Mary Bourne sewer sealing - photos





# St Mary Bourne Rising Main



- Magenta colored line shows the rising main for renewal: >2.5km
  - Budget of £3m
- The scope of work is currently with our chosen Delivery Partner - M Group Water Services Ltd
- The rising main runs parallel to the river, is within a SSSI and in the floodplain (adds complexity to the project).





# **Fullerton programme update:**

## **Nicholas Davies**



# Fullerton Treatment Works – Odour Management



- **Millbrook Biosolids (treated 'cake') quality management** – The current handling system (silo) at Millbrook STC is affecting the consistency/quality of the Biosolids produced on site, requiring remediation activities to be carried out at Fullerton before it can be sent to farmers. An alternative solution (ro-ro bins) will be implemented by Jan-26 which will negate the need to send poor quality (and odorous) Biosolids to Fullerton.
- **Covering of Biosolids bays** – To ensure the quality of our Biosolids is maintained for timely transfer to farmer's fields, all cake bays will be covered by Mar-30. Detailed Timing and scope is being confirmed, in alignment with other schemes on site with potential relocation of existing Biosolids bays TBC.



Raw cake storage to be covered

Biosolids storage to be covered  
OR relocated (potentially adjacent to site) depending on need for the area from another scheme - TBC

*Proposed areas to be covered*



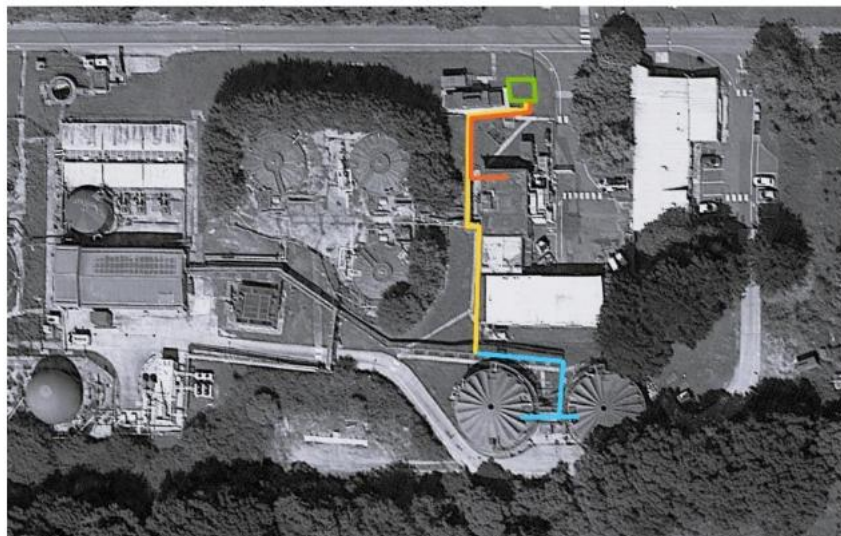
*Proposed type of storage (successful example of Ham Hill STC)*



# Fullerton Treatment Works – Odour Management

## ■ Compliance with Industrial Emissions Directive (IED)

- Southern Water is required to comply with new IED regulations for its Bioresources operation. IED aims at preventing pollution to air, land water from Bioresources assets by ensuring assets are operating under Best Available Techniques, better monitored and with more controls in place. This is a £90m investment across our 16x Sludge Treatment Centres, including Fullerton
- IED includes more stringent odour management (tighter odour levels) by March 2030
- The team – in partnership with odour specialist ERG – is currently assessing the performance of the existing odour control unit (OCU) which may require full replacement
- Due to current level of odour complaints, the installation of a temporary OCU to manage the worst parts of the process (Primary Sludge Storage Tanks where raw sludge is contained) is in progress
- Equipment is in place and commissioning has started. The temporary unit is expected to be fully operational by end of December



- **Light blue:** existing PSST ductwork
- **Yellow:** new ductwork
- **Orange:** new power supply (by SW MEICA)
- **Green:** carbon filter and fan set down area



*Temporary solution location and associated duct work*

*Temporary solution installed at Fullerton*



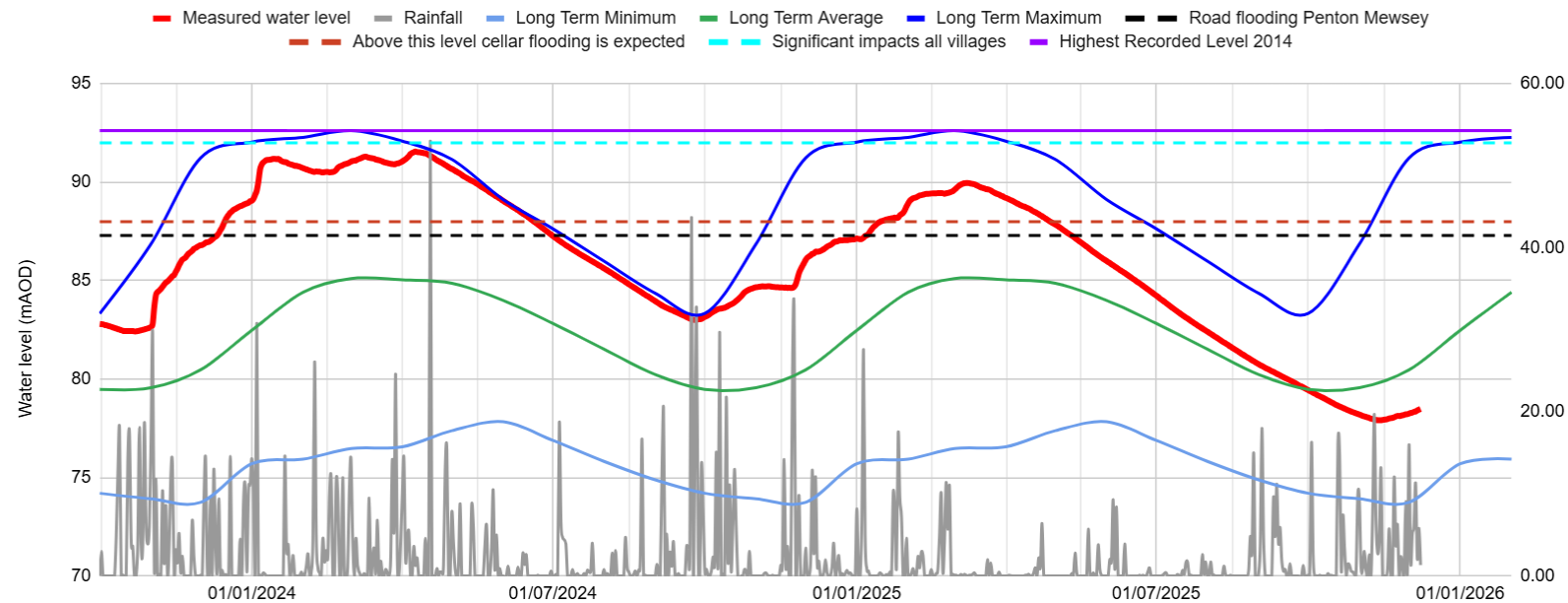


# Operational readiness & groundwater: Floyd Cooper

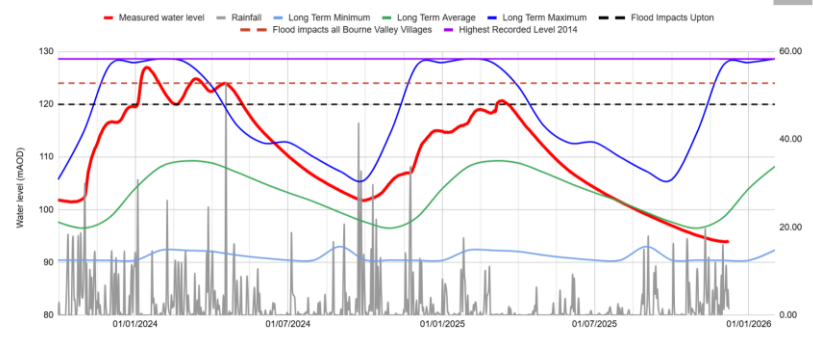


# Borehole Level – Clanville Gate

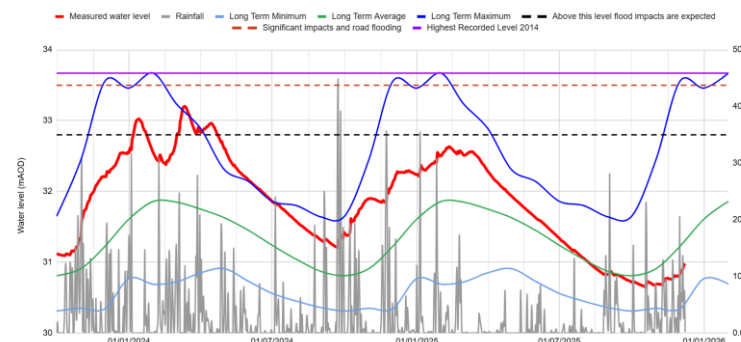
Groundwater levels at Clanville Gate



Groundwater levels at Vernham Dean



Groundwater levels at King's Somborne





# Site Health checks and Safety Assessments

## Pillhill Pan Parish

Site	County	Location	Action	Status
Furzedown Lane Amport WPS	Hampshire	Pan Parish	Health Check Complete	3
Furzedown Lane Amport WPS	Hampshire	Pan Parish	Pre-Season Wet Well Clean Complete	3
Furzedown Lane Amport WPS	Hampshire	Pan Parish	Site Pride Audit	3
Furzedown Lane Amport WPS	Hampshire	Pan Parish	Site Health Confirmed	2
Little Ann Bridge WPS	Hampshire	Pan Parish	Health Check Complete	3
Little Ann Bridge WPS	Hampshire	Pan Parish	Pre-Season Wet Well Clean Complete	3
Little Ann Bridge WPS	Hampshire	Pan Parish	Site Pride Audit	3
Little Ann Bridge WPS	Hampshire	Pan Parish	Site Health Confirmed	3
Monxton WPS	Hampshire	Pan Parish	Health Check Complete	3
Monxton WPS	Hampshire	Pan Parish	Pre-Season Wet Well Clean Complete	3
Monxton WPS	Hampshire	Pan Parish	Site Health Confirmed	3
Monxton WPS	Hampshire	Pan Parish	Site Pride Audit	3
Mullens Pond WPS	Hampshire	Pan Parish	Health Check Complete	3
Mullens Pond WPS	Hampshire	Pan Parish	Pre-Season Wet Well Clean Complete	3
Mullens Pond WPS	Hampshire	Pan Parish	Site Pride Audit	3
Mullens Pond WPS	Hampshire	Pan Parish	Site Health Confirmed	3
Stanbury Road, Fyfield WPS	Hampshire	Pan Parish	Health Check Complete	3
Stanbury Road, Fyfield WPS	Hampshire	Pan Parish	Pre-Season Wet Well Clean Complete	3
Stanbury Road, Fyfield WPS	Hampshire	Pan Parish	Site Pride Audit	3
Stanbury Road, Fyfield WPS	Hampshire	Pan Parish	Site Health Confirmed	3

New impeller required for pump 2 at Furzedown Lane Amport WPS – [Job status \(in-progress\)](#)



# Site Health checks and Safety Assessments

## Goodworth Clatford

Site	County	Location	Action	Status
Church Lane Goodworth Clatford WPS	Hampshire	Goodworth Clatford	Pre-Season Wet Well Clean Complete	3
Church Lane Goodworth Clatford WPS	Hampshire	Goodworth Clatford	Health Check Complete	3
Church Lane Goodworth Clatford WPS	Hampshire	Goodworth Clatford	Site Pride Audit	3
Church Lane Goodworth Clatford WPS	Hampshire	Goodworth Clatford	Site Health Confirmed	3
Goodworth Clatford Royal Oak	Hampshire	Goodworth Clatford	Pre-Season Wet Well Clean Complete	3
Goodworth Clatford Royal Oak	Hampshire	Goodworth Clatford	Health Check Complete	3
Goodworth Clatford Royal Oak	Hampshire	Goodworth Clatford	Site Pride Audit	3
Goodworth Clatford Royal Oak	Hampshire	Goodworth Clatford	Site Health Confirmed	3
Goodworth Clatford South	Hampshire	Goodworth Clatford	Pre-Season Wet Well Clean Complete	3
Goodworth Clatford South	Hampshire	Goodworth Clatford	Health Check Complete	3
Goodworth Clatford South	Hampshire	Goodworth Clatford	Site Pride Audit	3
Goodworth Clatford South	Hampshire	Goodworth Clatford	Site Health Confirmed	2
Goodworth Clatford Station	Hampshire	Goodworth Clatford	Pre-Season Wet Well Clean Complete	3
Goodworth Clatford Station	Hampshire	Goodworth Clatford	Health Check Complete	3
Goodworth Clatford Station	Hampshire	Goodworth Clatford	Site Pride Audit	3
Goodworth Clatford Station	Hampshire	Goodworth Clatford	Site Health Confirmed	2

New gate valves and NRV's required at Goodworth Clatford Station WPS – [Job status \(in-progress\)](#)

New gate valves required at Goodworth Clatford South WPS – [Job status \(in-progress\)](#)



# Critical Spares

## Pillhill Pan Parish



Site	County	Location	Action	Status
Furzedown Lane Ampport WPS	Hampshire	Pan Parish	Critical Spares Impeller	3
Furzedown Lane Ampport WPS	Hampshire	Pan Parish	Critical Spares NRV	3
Furzedown Lane Ampport WPS	Hampshire	Pan Parish	Critical Spares Pump	3
Furzedown Lane Ampport WPS	Hampshire	Pan Parish	Critical spares SOCLA balls	3
Little Ann Bridge WPS	Hampshire	Pan Parish	Critical Spares Impeller	2
Little Ann Bridge WPS	Hampshire	Pan Parish	Critical Spares NRV	3
Little Ann Bridge WPS	Hampshire	Pan Parish	Critical Spares Pump	2
Little Ann Bridge WPS	Hampshire	Pan Parish	Critical spares SOCLA balls	3
Monxton WPS	Hampshire	Pan Parish	Critical Spares Impeller	3
Monxton WPS	Hampshire	Pan Parish	Critical Spares NRV	3
Monxton WPS	Hampshire	Pan Parish	Critical Spares Pump	3
Monxton WPS	Hampshire	Pan Parish	Critical spares SOCLA balls	3
Mullens Pond WPS	Hampshire	Pan Parish	Critical Spares Impeller	3
Mullens Pond WPS	Hampshire	Pan Parish	Critical Spares NRV	3
Mullens Pond WPS	Hampshire	Pan Parish	Critical Spares Pump	3
Mullens Pond WPS	Hampshire	Pan Parish	Critical spares SOCLA balls	3
Stanbury Road, Fyfield WPS	Hampshire	Pan Parish	Critical Spares Impeller	3
Stanbury Road, Fyfield WPS	Hampshire	Pan Parish	Critical Spares NRV	3
Stanbury Road, Fyfield WPS	Hampshire	Pan Parish	Critical Spares Pump	3
Stanbury Road, Fyfield WPS	Hampshire	Pan Parish	Critical spares SOCLA balls	3

Critical Spares pump/impeller Little Ann Bridge WPS – [Job status \(details provided to logistics team for quote\)](#)



# Critical Spares

## Goodworth Clatford

Site	County	Location	Action	Status
Church Lane Goodworth Clatford WPS	Hampshire	Goodworth Clatford	Critical Spares Pump	3
Church Lane Goodworth Clatford WPS	Hampshire	Goodworth Clatford	Critical Spares Impeller	3
Church Lane Goodworth Clatford WPS	Hampshire	Goodworth Clatford	Critical Spares NRV	3
Goodworth Clatford Royal Oak	Hampshire	Goodworth Clatford	Critical Spares Pump	3
Goodworth Clatford Royal Oak	Hampshire	Goodworth Clatford	Critical Spares Impeller	3
Goodworth Clatford Royal Oak	Hampshire	Goodworth Clatford	Critical Spares NRV	3
Goodworth Clatford South	Hampshire	Goodworth Clatford	Critical Spares Pump	3
Goodworth Clatford South	Hampshire	Goodworth Clatford	Critical Spares Impeller	3
Goodworth Clatford South	Hampshire	Goodworth Clatford	Critical Spares NRV	3
Goodworth Clatford Station	Hampshire	Goodworth Clatford	Critical Spares Pump	2
Goodworth Clatford Station	Hampshire	Goodworth Clatford	Critical Spares Impeller	2
Goodworth Clatford Station	Hampshire	Goodworth Clatford	Critical Spares NRV	3
Church Lane Goodworth Clatford WPS	Hampshire	Goodworth Clatford	Critical spares SOCLA balls	3
Goodworth Clatford Royal Oak	Hampshire	Goodworth Clatford	Critical spares SOCLA balls	3
Goodworth Clatford South	Hampshire	Goodworth Clatford	Critical spares SOCLA balls	3
Goodworth Clatford Station	Hampshire	Goodworth Clatford	Critical spares SOCLA balls	3

Critical Spares pump/impeller Goodworth Clatford Station WPS – [Job status \(details provided to logistics team for quote\)](#)



# Pre-Season Sewer Jetting

## Pillhill Pan Parish

Site	County	Location	Action	Status
Furzedown Lane Amport WPS	Hampshire	Pan Parish	Pre-season Heavy Jet Clean	3
Kimpton	Hampshire	Pan Parish	Pre-season Heavy Jet Clean	3
Little Ann Bridge WPS	Hampshire	Pan Parish	Pre-season Heavy Jet Clean	3

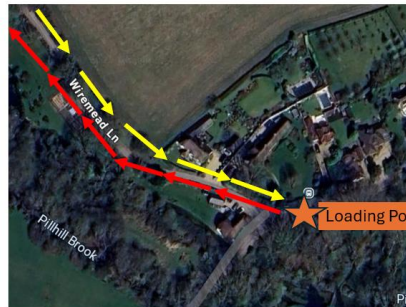


Example of new **Sewer Jetting Plan** document



# Tanker Routes Documentation

## Furzedown Lane Ampport WPS- Fullerton WTW GW Tanker Route



★ Loading Point

**Tipping point:**  
Fullerton WTW, Andover SP11 7HR -  
w3w:///assure.summer.slower

**Loading Point:**  
FURZEDOWN LANE AMPORT WPS  
Andover SP11 7HR  
w3w ///salaried.unleashed.expressed

Total turnaround time 55min

Travel and tip allowance 15min

Entry route: See directions

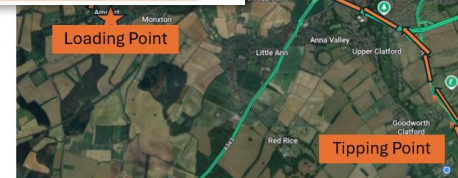
Exit Route: See directions

Tavel time to tipping point 20min

Logger tipping time 14min 4k tanker

Return travel time to loading point 20min

Please note: The following is the suggested tanker route; however, the driver remains responsible for choosing a safe and compliant route



**Loading Point:**  
FURZEDOWN LANE AMPORT WPS  
Andover SP11 7HR  
w3w ///salaried.unleashed.expressed

### Directions to loading point

- Leave site and turn left onto Romsey Rd
- Turn left to join A303
- Take exit to East Cholderton
- At T junction turn right onto Wiremead Ln
- At the end of the road turn left and pump station is on your right-hand side
- Reverse onto loading point



**Tipping point:**  
Fullerton WTW, Andover SP11 7HR -  
w3w:///assure.summer.slower

### Route to Tipping point

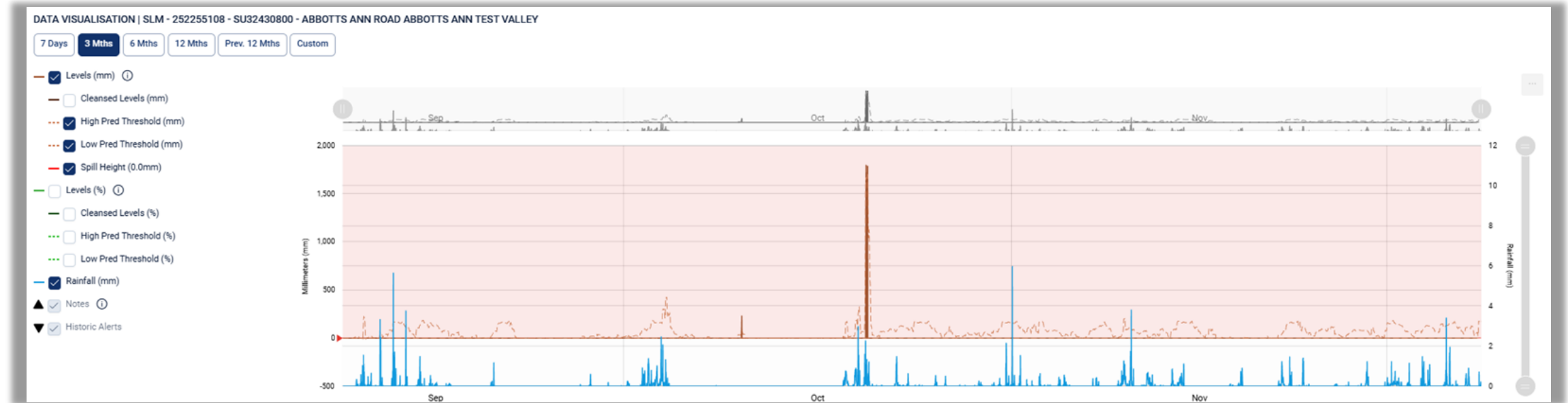
- Leave site and follow Wiremead Ln
- Go under the bridge
- Turn left to join A303
- Take exit and turn left onto Romsey Rd
- Turn right into Fullerton WTW
- Follow Instruction on Fullerton WTW Access route
- Enter via left hand gate
- Follow one way system to tipping point
- If necessary, use waiting area
- Tip
- Exit using left hand gate

**10 MPH SPEED LIMIT ON SITE**



# Manor Farm Abbots Ann – Pressure sensor


## Data and rainfall response





# Manor Farm Abbotts Ann – Pressure sensor

## Response action plan template



### MH 0800 Manor Farm, Abbotts Ann (Monxton WPS rising main discharge chamber)

#### Pressure sensor alarm trigger response (FMS)


Please call Flow Management Solutions Ltd, on a P1  
Daytime: (07:00 – 16:00 Monday-Friday) Callum Bentley 07701 255762  
Out of hours: using the Flow Management Solutions Standby Rota available from CDM or OCM

**Description of task to exercise the valve on Mill Lane**


"There are 2 x valves in the chamber the one furthest away from the river as you look at the chamber must be left fully open so, please don't touch this one.  
The valve closest to the river in the height of the season will only need to be opened between 1 and 1/4 – 1 and 3/4 turns which will need to be monitored for approx. 1hr so that you can adjust the valve accordingly. If you attend site and the chamber is clear you will need to open the valve fully as this does rag up. Always use MH1703 to check flows as well as use this to balance the water level.  
If the levels are too high this will cause internal flooding if the levels are too low this will cause external flooding from MH0800 and potential for pollution in the village as well as risk of ice on the highway during cold spells."

If and when we have tankers are called to take loads from the Manor Farm, Upstream (MH0800) it is possible to close the valve further under close monitoring to allow the catchment below to gain further capacity. It can be closed completely for a minute or two or just trimmed, monitoring and situational awareness from those onsite will be essential

**In the event that Flow Management Solutions cannot attend in P1 timescales due to other commitments, please see instructions on next page**



1



### Manor Farm Abbotts Ann (Monxton WPS rising main discharge chamber)


#### Pressure sensor alarm trigger response (Tanker request)

///abolish.stubbed.increment) Equipment

Manor Farm Abbotts Ann

MH 0800 to the field entrance

for tanker

Tankers can be parked in the hardstanding of the field entrance a short distance from MH 0800, this way they are off the road, and we do not create access issues for the business at Manor Farm through use of road closures. The Field is owned by the business owner at Manor Farm (Penchard UK) and we have agreement with them to use it (a courtesy visit to the owners is required)

If tankers arrive before the pumps and hose in response to a live spill, we will want to start taking loads if safe to do so. In this case, please talk with the business owners at Penchard UK, they may let us temporarily park tankers in their car park access point while we wait for pumps to arrive, but this must be by prior agreement with the owner, it can't be an automatic go-to. It is important that loading in the field via the pump is put in place as soon as it can be, even if this agreement is reached (Please be careful not to damage sensing equipment in the chamber when installing tanker hoses)

**Flow Management Solutions to attend site to assess as soon as possible after the above measures are deployed**

2



# Manor Farm Abbots Ann – Pressure sensor

## Protective Caging for Pressure Sensor equipment / Cover repairs



Site Scoping visit for new caging held on last Thursday (4<sup>th</sup> December)

**Job Status - Awaiting quote**

Site Work raised and completed to bolt down the cover and re-grout the fillets

**Job Status - Complete**





# Mill Lane Valves - Little Ann Automation Project



- Project Manger: **Paul Bell**
- Service Brief submitted
- Suitable contractors approached from Southern Water supply chain
- **Next steps** – once proposals are received, assessment of options can begin. Now likely to be in the new year
- FMS exercising the valve manually in the meantime, as per the Groundwater Playbook instruction.



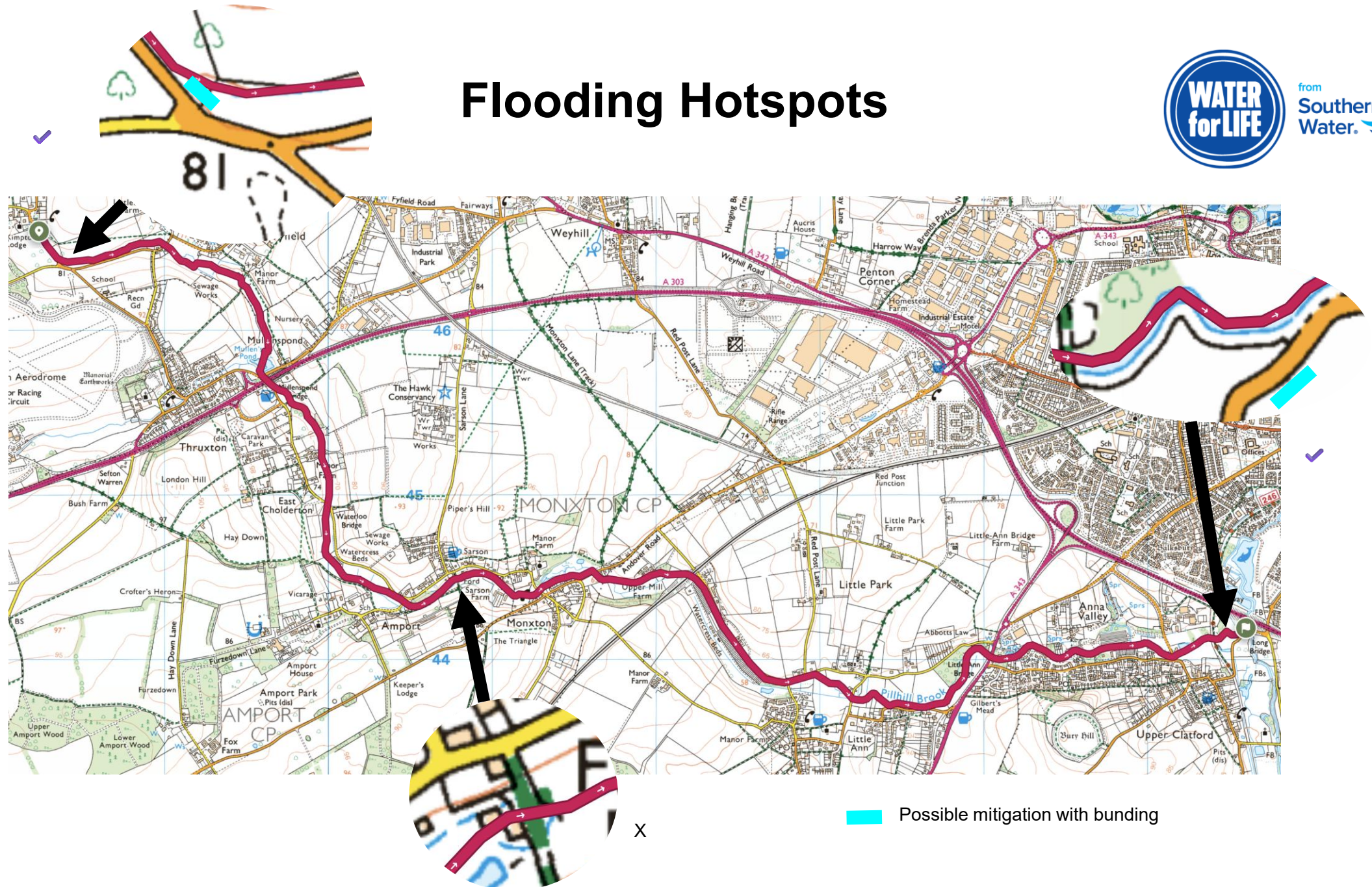


# **Outstanding actions & flooding hotspots update:**

## **Janet Wright**

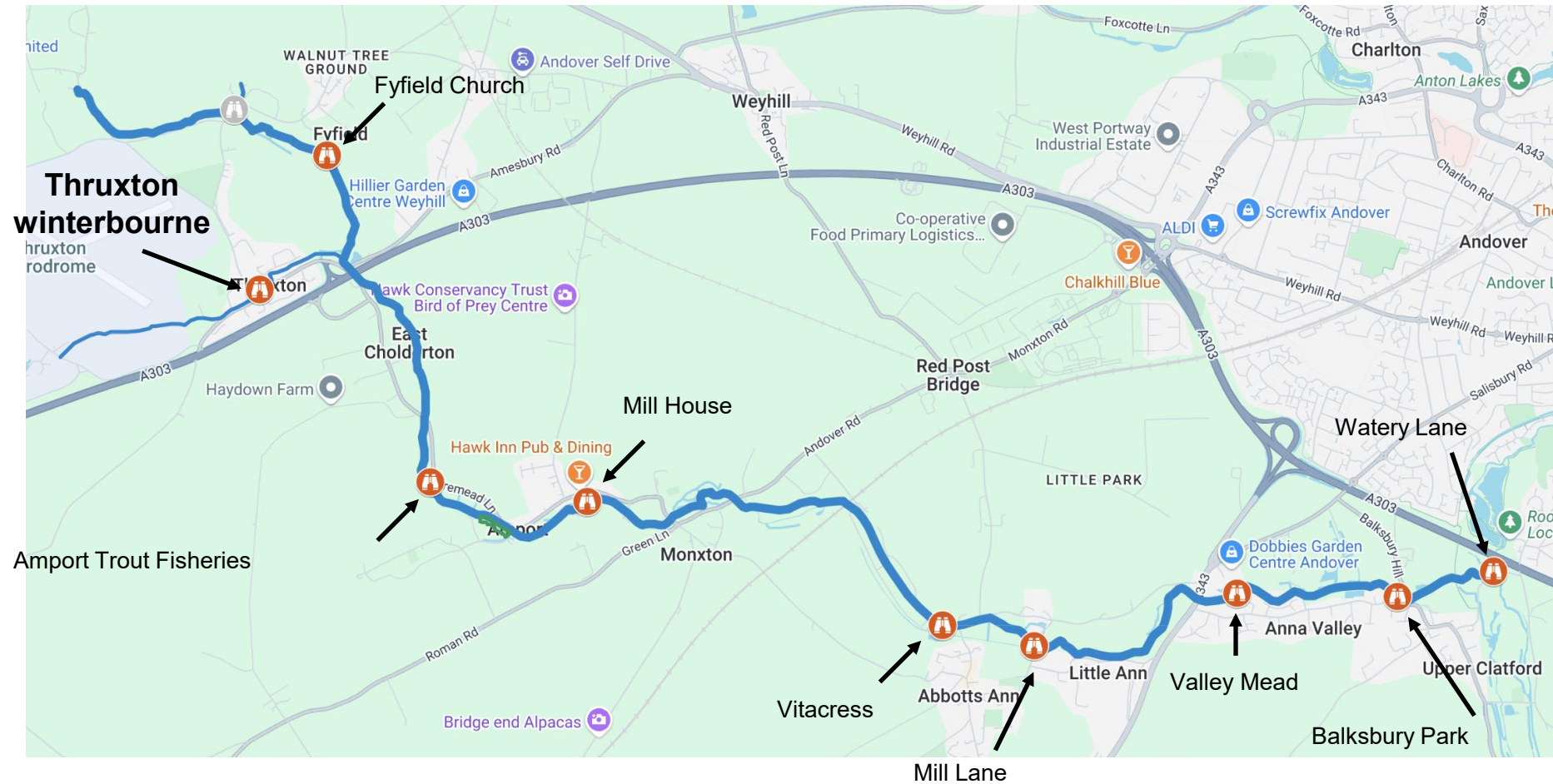


# Flooding Hotspots



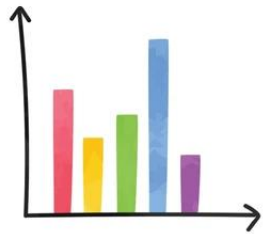
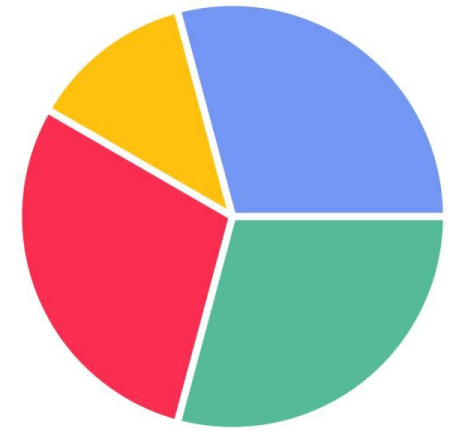


# Nine Monitoring Sites





# Every month we monitor



chemical water quality



invertebrate counts

[www.pillhillbrook.org.uk](http://www.pillhillbrook.org.uk)





# Community Engagement in Thruxton: Richard Munday





# **Winter communications proposal:**

## **Nick Davis**



# How we propose to keep everyone informed

Activity	Owner(s)	Consulted	Aim	Notes
<b>Quarterly meetings (in-person)</b>	<ul style="list-style-type: none"> <li>Stakeholder manager</li> <li>Chair or assistant</li> </ul>	<ul style="list-style-type: none"> <li>SW teams</li> <li>Contractors</li> <li>Forum members</li> <li>Host Parish</li> </ul>	<ul style="list-style-type: none"> <li>Share and discuss priority issues and updates</li> <li>Agenda items ideally to be of interest to all attendees – not localised</li> </ul>	
<b>Monthly and weekly meetings (virtual, and as required)</b>	<ul style="list-style-type: none"> <li>Project manager</li> </ul>	<ul style="list-style-type: none"> <li>SW teams</li> <li>Contractors</li> <li>Local stakeholders</li> <li>Programme manager</li> <li>Stakeholder manager</li> </ul>	<ul style="list-style-type: none"> <li>Share project-specific updates</li> </ul>	
<b>Weekly email update – project specific</b>	<ul style="list-style-type: none"> <li>Project manager</li> </ul>	<ul style="list-style-type: none"> <li>SW teams</li> <li>Contractors</li> <li>Programme manager</li> <li>Parish Clerks</li> </ul>	<ul style="list-style-type: none"> <li>Share location-specific update</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder, customer and media teams to be copied</li> </ul>
<b>Weekly email update – general</b>	<ul style="list-style-type: none"> <li>Programme manager</li> <li>Stakeholder manager</li> </ul>	<ul style="list-style-type: none"> <li>SW teams</li> <li>Contractors</li> <li>Project managers</li> <li>Parish Clerks</li> </ul>	<ul style="list-style-type: none"> <li>Share wider updates, to include multiple locations</li> </ul>	<ul style="list-style-type: none"> <li>Customer and media teams to be copied</li> <li>May contain links to new web page</li> </ul>



# How we propose to keep everyone informed

Activity	Owner(s)	Consulted	Aim	Notes
<b>Customer updates – scheduled</b>	<ul style="list-style-type: none"> <li>Customer communications team (Capital or county)</li> </ul>	<ul style="list-style-type: none"> <li>Project manager</li> <li>Programme manager</li> <li>Contractors</li> <li>Parish Clerk</li> </ul>	<ul style="list-style-type: none"> <li>Letters, texts and emails – to keep residents informed of forthcoming works, road closures, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholders, stakeholder manager and media team to be copied</li> </ul>
<b>Customer updates – emergency works</b>	<ul style="list-style-type: none"> <li>Customer communications team (Capital or county)</li> <li>Contractors</li> </ul>	<ul style="list-style-type: none"> <li>Project manager</li> <li>Programme manager</li> <li>Parish Clerk</li> <li>Control Centre</li> </ul>	<ul style="list-style-type: none"> <li>Texts, calls and emails – to keep stakeholders and residents informed of the issue</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholders, stakeholder manager, customer and media teams to be copied</li> </ul>
<b>Local resident engagement – email, website, social media (dependent on channels available)</b>	<ul style="list-style-type: none"> <li>Parish Clerks</li> <li>Local Authority comms teams</li> </ul>	<ul style="list-style-type: none"> <li>Project manager</li> <li>Programme manager</li> <li>Stakeholder manager</li> <li>Media team</li> <li>Customer team</li> </ul>	<ul style="list-style-type: none"> <li>Share project updates via own channels to ensure amplification</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder manager to liaise with LA comms teams. Stakeholder manager to be copied</li> </ul>
<b>Local resident engagement – events and tours</b>	<ul style="list-style-type: none"> <li>Project manager</li> <li>Programme manager</li> <li>Contractors</li> </ul>	<ul style="list-style-type: none"> <li>SW teams</li> <li>Contractors</li> <li>Parish Clerk</li> <li>Stakeholder manager</li> <li>Customer team</li> </ul>	<ul style="list-style-type: none"> <li>Face-to-face engagement, site tours and demos</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder, media, community and customer teams to support, as required</li> </ul>





# Broadening the remit of this Forum: All



# Broadening the remit of this Forum



## Discussion points:

- This may be a repeat of the other engagement and communications activities
- With so many PC represented this session would have to be high level and broad in scope not covering individual villages \ areas in detail
- This is quite a commitment and quarterly would potentially be unsustainable amongst all the other activities
- An annual event might be a more sensible compromise covering all planned / enhancement activities in the Fullerton WTW catchment.





**AOB?**

**stakeholderteam@southernwater.co.uk**





**Wishing you all a  
Merry Christmas!**



from  
**Southern  
Water.** 

The Southern Water logo graphic consists of three stylized, wavy lines in shades of blue, representing water waves.