

HAVANT BOROUGH COUNCIL

At a meeting of the Operations and Place Shaping Board held on 17 December 2019

Present

Councillor Lloyd (Chairman)

Councillors Carpenter, Jenner and Raines

Other Councillors Present:

Councillor(s): Bains

40 Apologies

Apologies for absence were received from Councillors Howard and Robinson.

41 Matters Arising

There were no matters arising.

42 Declarations of Interest

There were no declarations of interest relating to matters on the agenda.

43 Update from Southern Water

The Chairman opened the item by thanking Southern Water for coming back to speak to the Board. It was acknowledged that the Council has no direct responsibility for Southern Water, and that Southern Water were still under investigation.

The Board received a presentation by Sam Underwood, Daniel McElhinney and Nick Mills from Southern Water (please see attached with minutes).

In response to a question about lobbying for less water waste, Mr Underwood advised that lobbying was taking place through Water UK to reduce the number of plastic bottles in the environment and encourage refillable water bottles. He advised that it would be difficult to target manufacturers as manufacturers respond to a market where sales and convenience take priority, but Southern Water do not endorse the "Fine to Flush" accreditation. Whilst the biodegradable wipes may break down over an extended period of time, they still block up the screens and release plastic into the waste water treatment works, thus creating problems further down the line.

Mr Underwood agreed to share Southern Water's submission on plastic lobbying and the extended polluter tariff.

Councillor Bains suggested that one way to reach out and educate residents would be to deliver information issued by Southern Water about flushing

responsibly and reducing plastic waste with Council tax bills for the next fiscal year. Mr Underwood advised that Southern Water was also aiming to work with schools to educate residents, and that Southern Water was going to show how waste water and clean water were two very different teams, by sending them to schools on different day in order to maintain focus.

Councillor Raines offered to work with Southern Water to speak to Hayling Island residents and local groups about water issues.

In response to questions from Board Members about water quality testing, Mr Underwood counselled that:

- a) the Beach Buoy system covered 6 areas, including Chichester and Langstone despite there being no water quality testing taking place in those waters;
- b) reintroducing oysters into the Langstone oyster beds would enable testing to happen in Langstone Harbour;
- c) the Beach Buoy system still needs human intervention to send out alerts to the mailing list, but possibilities of automation in the distant future still exist;
- d) the Blue Marine Foundation were working on the Solent Oysters Restoration Project, which could be funded by Southern Water's Enforcement Undertaking through the Environment Agency. Rather than a prosecuted fine, it allows for the money to go to a localised project agreed by the offender and the Environment Agency to help give improvements;
- e) once Langstone Harbour's waters began to be tested again, the results and data should be readily available to residents, and there was a need to determine responsibility of testing.

Mr Underwood explained that since a change in executive management there appeared to be a marked improvement in Southern Water's performance.

The Chairman then covered questions about the mechanical infrastructure of the pumping station, to which Mr Underwood, Mr Mills and Mr McElhinney advised that:

- 1) whilst in the last meeting of Southern Water and the Operations and Place Shaping Board it was advised that mechanical screening at pumping stations could be a viable option, it was since established that this would be difficult to implement as it required skips and easy access to the site, which Stoke pumping station does not allow for;
- 2) the investment period for improving mechanisms began in 2020, so Southern Water would be working up until then to plan for potential future investments;

- 3) environment permits do not require there to be a backup generator on site, hence why there was not one at Stoke at the time of the incident in 2018;
- 4) along with Southern Water's plans to install a second working pump at the site, they hoped to put in a third in order to have a duty pump, an assist pump, and a standby pump to prevent the events of the incident taking place again;
- 5) they had put in level monitors at 50% of the chamber depth of the sewer pipes in order to track the level of the flow. This had not been in place prior to the incident and the monitors were now in place at the 9701 manhole cover;
- 6) overgrown ditches were not Southern Water's asset; the environment agency deal with it. Southern Water only need to ensure access to manhole covers to allow for easier maintenance routes;
- 7) Southern Water had existing routines in place in order to deal with different types of risk (static risk and dynamic risk) which covered areas such as location, reactive failure, and performance;
- 8) releases over the year were measured in instances rather than duration, so some could have lasted minutes – others hours – and were very dependent on the weather of that day;
- 9) the replacement of the iron sewers on Hayling Island had been prioritised and was going through the risk and value process. Replacing it could cause disruption as the areas were covered by different types of land use, but a scheme was in the pipeline which meant traffic mitigation measures could be planned to ease this disruption.

The Chairman enquired as to whether there was an improved plan for communications for residents. Mr McElhinney advised that there was a new communications strategy in place for dealing with residents' enquiries. He highlighted that all Southern Water representatives at the time of the Stoke Pumping Station incident were focused on fixing the issue rather than informing residents. Mr McElhinney advised that there was now a new incident management structure in place to have a lead to speak to residents/customers, a stakeholder lead, and a service management lead. Southern Water also now had an incident van based in Durrington to take to sites to have a visible presence for residents, and social media will be better utilised to inform residents of immediate action.

In response to a question about coping with the new housing plan for Hayling Island, Mr Underwood advised that there was headroom at the treatment works to expand to accommodate the extra dwellings' supply, and the legal obligation of connecting new properties was counteracted by their aim to reduce water usage to 100 litres per person of water per day by 2030.

In response to questions about Nutrient Neutrality, Mr Underwood counselled that;

- i. Southern Water can mitigate nutrients, because the overall proportion of nutrients in the Solent caused by the releases was typically 5% (but can increase to 10+% at the point of source), and the amount of nutrients removed by the treatment works was over 90% in each sample;
- ii. the Environment Agency did not say there was a need to reduce nitrates further in the water as Southern Water's emissions coaligned with their permits;
- iii. Southern Water had land in the New Forest to off-set nitrates and were working with PfSH;
- iv. water efficiency measures in new developments would be uncstly to developers but save a lot of water in the long run;
- v. farms cause the largest percentage of nutrient based water pollution, and Natural England would be the non-departmental public body to find out which sites cause the greatest percentage of run-off;
- vi. by investing into clean water by filtering the water upstream of the nutrients by working with the National Farmers Union and Natural England.

The representatives from Southern Water also advised that it was not the capacity of the pipes that had caused an incident at Stoke in 2018, rather it was the efficiency of the pumping station, which once it had a pump replaced was working far better than in previous years.

It was agreed that a trip to Budds Farm to see the treatment works in action in the future would be beneficial. It was agreed that Southern Water would share their submission on plastic lobbying with the Board, and that Southern Water would also share figures on the percentage of nitrates removed in the water treatment process prior to discharges being released.

The Chairman thanked Southern Water for attending and closed the meeting.

The meeting commenced at 5.35 pm and concluded at 7.03 pm

.....

Chairman

Stoke Wastewater Pumping Station

Daniel McElhinney

Nick Mills

Sam Underwood



Contents

- Overview of borough and Budds Farm (**Daniel**)
- Stoke WPS incident (**Daniel**)
- Improvements at Stoke WPS (**Daniel**)
- Pollutions reduction programme (**Nick**)
- Blockages campaign partnership (**Sam**)



Budds Farm Wastewater Treatment Works

- Portsmouth's wastewater flows to Eastney and is then pumped 8km to Budds Farm for treatment.
- Budds Farm receives flows from 52 pumping stations.
- Flows from Hayling Island's 15 pumping stations are pumped to Budds Farm from Stoke pumping station via a pipe under the harbour.
- Treated water returns to Eastney, via the same pipe, and pumped out of the 5.7km to Long Sea Outfall (LSO).
- During heavy rain, stormwater is diverted through the LSO along with treated flows from Budds Farm.
- To increase the outfall's capacity and minimise impact on the harbour, we release treated wastewater into the north of the harbour from Budds Farm.
- If the outfall reaches capacity, excess flows go to storm tanks at Fort Cumberland and Budds Farm. These can store 47 million litres of stormwater – enough to fill 18 Olympic-sized swimming pools.
- If the storm tanks fill up, we release excess flows into the harbour through outfalls to prevent flooding.



Releases into Langstone Harbour

- Southern Water has nine outfalls connected to the wastewater network which release directly or indirectly into Langstone Harbour to prevent flooding in the catchment.
- These are permitted by the Environment Agency.
- During dry weather there are no releases into the harbour.
- During wet weather, we release excess stormwater into the harbour to protect homes and businesses from flooding.
- Such releases will always be required to prevent flooding. We've improved their quality and reduced their frequency.
- Since January this year there have been 346 releases on 177 days.
- All of these were in line with our environmental permits.



Stoke Wastewater Pumping Station (WPS)

- The incident at Stoke WPS, on Sept 15, 2018, happened after a build up of wet wipes and sanitary products blocked the pumping station.
- This caused wastewater to back up in the sewer and seep out through two manholes into a ditch that leads to the harbour.
- We let the Environment Agency and Harbour Board know and sent notifications to harbour users via our Beachbuoy notification system.
- We deployed a fleet of more than 20 tankers to minimise the flows and allow the team on site to clear the blockage and get the site running.



5

Improvements at Stoke WPS

Since the incident, we have:

- Installed a new pump (1 of 2) on site
- Put in sewer level monitoring equipment with telemetry direct to the 24hr control centre
- Enhanced and updated our emergency plan

Improvements approved for delivery in our next five-year investment period – 2020-2025:

- Replacing the second pump and adding a third to provide extra resilience
- Installing a fixed generator to provide power to site in the event of mains power failure



6

Enforcement Undertaking

An enforcement undertaking is a voluntary offer by an offender to put right the effects of their offending, its impact on third parties and to make sure it cannot happen again.

Application lodged with the Environment Agency:

- £800k refurbishment of pumping station (new pumps, new electrical and control panel and new standby generator)
- 'Think Pollution' training for staff to improve our response and escalation
- £75k grant to Blue to re-introduce oysters into Langstone Harbour
 - Returning the seabed to a favourable condition for native oysters by the addition of cultch (recycled shell material).
 - Restocking of at least 250,000 oysters to increase the abundance and density.
 - Monitoring the establishment of oyster reefs and drivers influencing success/failure.
 - Monitoring of biodiversity and water quality around restored beds to quantify benefits of oysters.



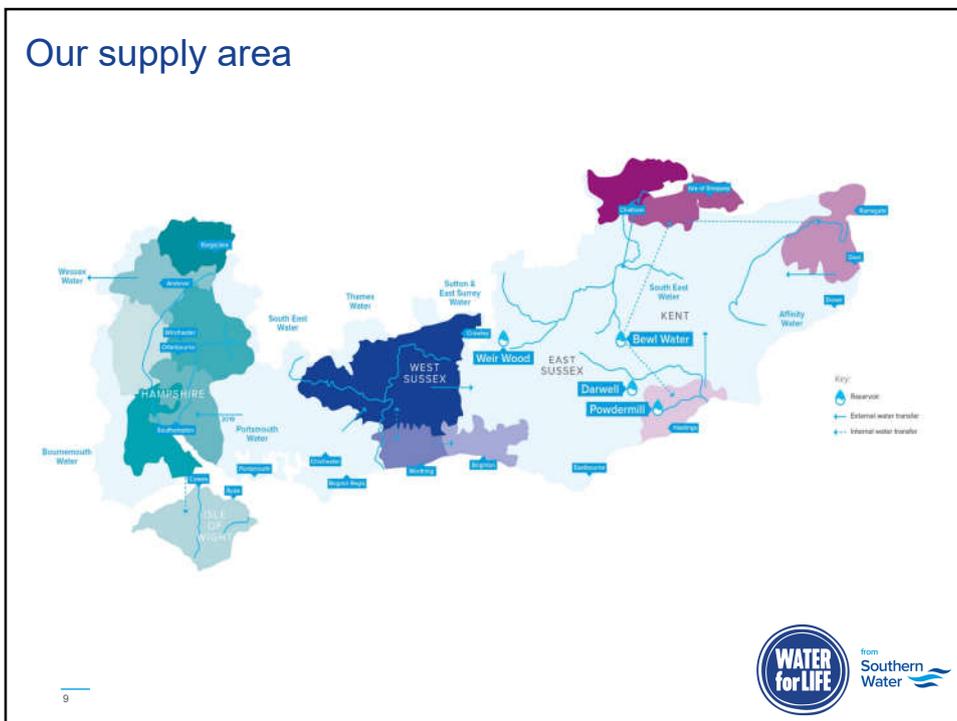
7

Pollution Reduction Programme

Nick Mills



from
Southern
Water 



Ofwat's assessment of water companies – 2018/19

	Total expenditure				Outcomes					
	Wholesale	Retail	Customer service	Meeting performance commitments	Earning financial incentives	Leakage	Supply interruptions	Water quality contacts	Internal sewer flooding	Pollution incidents
Better performance										
Anglian Water	▼	▼	▲	▲	▼	▼	▲	▲	▲	▲
Wessex Water	▼	▼	▲	▲	▼	▲	▲	▲	▼	▼
Potterton Water	▲	▲	▲	▲	▼	▲	▲	▲	-	-
Marginal performance - better/average										
South West Water	▼	▲	▲	▲	▲	▲	▲	▲	▲	▲
Average performance										
Dir Cymru	▼	▼	▲	▼	▲	▲	▲	▼	▲	▲
Northumbrian Water	▼	▼	▲	▼	▲	▲	▲	▲	▼	▲
Southern Water	▼	▲	▲	▲	▼	▼	▲	▲	▲	▼
Unkeo Cymru	▲	▼	▲	▲	▲	▲	▲	▲	▲	▼
Yorkshire Water	▼	▲	▲	▲	▼	▲	▲	▲	▲	▼
Affinity Water	▼	▲	▲	▲	▼	▲	▲	▲	-	-
Bristol Water	▼	▲	▲	▲	▼	▲	▲	▲	-	-
South East Water	▼	▲	▲	▲	▲	▲	▲	▲	-	-
South Staffs Water	▼	▲	▲	▲	▲	▲	▲	▲	-	-
SES Water	▼	▲	▲	▲	▼	▲	▲	▲	-	-
Poorer performance										
Haifren Dyfody	▼	▼	▼	▼	▲	▲	▲	▲	▲	-
Thames Water	▼	▼	▼	▼	▼	▲	▲	▲	▲	▲

Legend: Top 25% (dark green), Middle 50% (light green), Bottom 25% (yellow). ▲ Improved performance, ▼ Deteriorated performance.

Ofwat logo and 'WATER for LIFE from Southern Water' logo are included.

Transformation programme

- Restructure of Executive team and Board
- New Director of Risk and Compliance
- Reinforcement of industry-standard 'three lines of defence' model for regulatory reporting
- Increased reporting to Ofwat
- Strengthened whistle-blowing policies supported by independent platform
- Enhanced compliance across all wastewater treatment works including compulsory training for all relevant colleagues
- Refreshed company vision, values and purpose
- More than £100m invested in improved IT systems/processes and £26m invested in wastewater assets

11



What is pollution?

Definition: the presence or introduction into the environment of a substance which has harmful or poisonous effects



Common Incident Classification Scheme (CICS)

Impact on the environment 14
 Impacts on ecology 15
 Impact to nature conservation sites and species 17
 Impact on physical habitat 19
 Impact on fish stocks 20
 Environment Management (air, land and water) incidents 23
 Impact on air 26
 Guidance when assessing impact from noise 30
 Guidance when assessing impact from odour 32
 Impact on land 34
 Impact on water 37
 Impact on water quality 38
 Impact on potable abstractions 41
 Impact on ecology (water) 42
 Impact on human health 43
 Impact on amenity value 45
 Impact on agriculture/commerce 47

For each functional scheme, the environmental impact categorisation, is split into four categories:

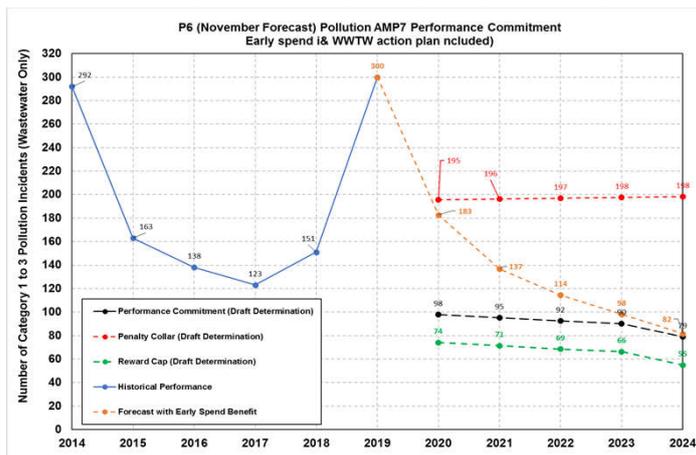
- Category 1 – major, serious, persistent and/or extensive impact or effect on the environment, people and/or property
- Category 2 – significant impact or effect on the environment, people and/or property
- Category 3 – minor or minimal impact or effect on the environment, people and/or property
- Category 4 – substantiated incident with no impact.

Assign the impact category corresponding to the highest criteria selected. The potential impact category assigned informs the response time required (refer to [incident management service levels](#)).



Our recent performance

Our pollutions have increased since 2018, we have ambitious targets for the next five year investment period that require rapid improvement plans



13



The key activities driving improvement

	Activity description	Current \ target	Target date
Staff & Customer Participation	Think Pollution Training (no. of people trained)	373 \ 820	Mar 20
	Pilot blockage reduction campaign (Havant & Hayling Island)	-	Feb 20
Improving Resilience of Assets & Processes	Site Continuity Plans WPS (no. verified)	159 \ 350	Apr 20
	Health Checks (no. of sites)	342 \ 400	Dec 19
	Immediate & High Action closure (% closed \ target)	87.8% \ 90%	average
	WPS Auto resets (sites with completed installs)	26 \ 300	Apr 20
	Generator resilience (mains failure test, service and signal install)	2 \ 160	Apr 20
	Standby system checks (UPS \ Batteries \ PLCs)	4 \ 79	Apr 20
Trusted Monitoring & Analysis	Air Circuit Breakers checks (no of sites)	35 \ 250	Jan 20
	Underload alarms for screw pumps and aerators (no. installed)	35 \ 125	Feb 20
Smart Networks / Fast & Effective Responses	New spills system (ASPIRE)	Operational	Dec 19
	Alarm Transformation (no of WPS sites)	0 \ 300	Apr 20
	Waste Network Coordinator Shift (8 FTE)	6 \ 8	Jan 20
	High pollution risk manholes targeted	23 \ 2,000	Apr 20

13



Blockages campaign

Samuel Underwood



15

Plans for a targeted Keep it Clear campaign

We plan to run a targeted Keep it Clear campaign in Havant / Hayling Island in the new year.

It was postponed from this year as part of a review of our customer engagement techniques.

It will include newspaper and radio ads and targeted ads on Google Home / Amazon Alexa devices.

We're keen to work with the council to help us spread the message via its channels and at local events.






16

Any questions?



17

This page is intentionally left blank