

SOUTHERN WATER/PAN PARISH FORUM

Notes from Quarterly Meeting held 24th January 2023

Present:

Southern Water	Local Parish Councils
Nick Mills - Head of Storm Overflow Taskforce Keith Herbert - Pathfinder Lead Floyd Cooper - Operational Manager Hants Glenn McCubbin - Local Lead (MTS)	Chris Harris - Amport (Chair) Klaus Tamke - Kimpton Howard Floyd - Kimpton Beryl Vickers - Fyfield Phil Boyes - Fyfield Peter Christie - Thruxton Sally Leech - Quarley Mike Cleugh - Monxton Peter Heslop – Upper Clatford Janet Wright - Secretary to PPF

Apologies received from:

Joanna Ferguson (Quarley PC)
Cllr Maureen Flood (TVBC - Anna Ward)
Cllr David Drew (Hants CC)
Keith Broomfield (EA - Solent & South Downs Area)
Ian Ackerman (Hants CC - Hampshire Highways)
Simon Parker (SW Director of Asset Management)

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 on this quarterly meeting of the PanParish Forum, the PPF. I am Chris Harris, Chair of Amport Parish Council, and I act as co-chair of this body.

Welcome to Howard Floyd from Kimpton. When we met last September, we had had an exceptionally dry summer. How things have changed! We recognise that Southern Water have been working hard, under challenging conditions recently. SW can provide us with more detail on this.

We have apologies from the highways team at Hampshire CC – who we asked HCC to address the detail of run-off from roads. We also have apologies from the EA. We will address later how these bodies can assist us going forward. Apologies also from Councillors Flood and Drew. It is disappointing that Cllr Cole is not with us to represent the interests Abbots Ann. Also, on SW's side, Simon Parker has moved on to other areas and the main director for SW on this pathfinder project going forward will be Tony Willison – again he cannot be here this evening.

In addition to hearing from Southern Water as to progress with sewer repair generally and specifically the tubogel programme at the northern end of the catchment, we need to hear about the high groundwater levels, what is being done to monitor them, and SW's plans to manage the expectations of the parishes on tankering and overpumping at Water Pumping Stations. The standard reminder to SW and their contractors that

we wish to see a robust plan from them 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.

In the longer term, SW has previously discussed possibly using a wetland to manage the groundwater problem in this catchment. We'd like to hear more about that.

As mentioned previously, the PPF also wishes to see a programme in place of measuring the quality of the water in the Pillhill Brook. 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. This is long outstanding.

We have discussed with SW the idea of running a disaster recovery programme at some point. The current and persistent spill at Waterloo Bridge is a case in point. The proposal has had to be postponed for the time being, but we'd still like to see this in the schedule. Plus Simon Parker agreed at the last meeting to speak to us about wider water issues.

The PPF continues to liaise with SW through our secretary, Janet, who is regular discussion with Keith and others, and reports regularly to us. The members of the PPF all need to take back positive messages to our communities on the work being done and the good management of SW's plans. Managing expectations in our villages remains crucial.

With no comments on this statement from the Parishes CH handed over to **Keith Herbert (KH)**, SW Pathfinder Lead, who quickly ran through the agenda item to be covered.

Nick Mills (NM), SW Head of Storm Overflow Taskforce, reiterated that SW want to resolve the groundwater infiltration issues faced by the PPF. The Pathfinder Project is important to SW and £1B is being allocated to Storm Overflows, period 2023 - 25, with 25% of this being channelled into groundwater infiltration issues. Learnings from the PPF Pathfinder over the next 24 months will determine how this funding is best utilised.

KH then handed over to **Floyd Cooper (FC)**, SW Operational Manager Hants.

Operational update

Floyd's was unable to share his Groundwater slide pack with the meeting. A copy is attached to these notes.

1. Pumping station upgrades

- Fyfield, Stanbury Road

There are no dates as yet for the power upgrade here. This is so that a UV filter can be installed here (similar to Mullens Pond). The hold up has been with SSE and cabling to site. SSE have now carried out a feasibility study and scheduled this work but there is a 2 month lead-time for connection. Should groundwater (GW) rise rapidly in February the plan is to create a temporary compound away from residents homes and pump using generators. This means the tankers do not have their engines constantly running.

- Little Ann Bridge

A transformer upgrade is planned here so that electric pumps can be used, which are quieter, but not this season.

MC asked about progress on automating the valves at Mill Lane ([Action QSW/PPF 17.5.8](#)) **KH** restated that this was still going through SW's risk process but that providing a power supply made this a challenge.

2. Health checks

FC reported that all health checks were completed in Nov '22.

Janet Wright (JW) asked for an update on the reported poor pump performance at Mullens Pond WPS. **FC** confirmed that the pumps had been lifted, reinspected and were OK. He was disappointed that the site flow meter failed to alarm the high water level in the pump well. Recalibration of this flow meter was still outstanding.

3. Environmental updates

[Action QSW/PPF 6.9.3 is still outstanding.](#) **FC** reported that a Nov '21 overpumping data set had been made available. **JW** confirmed receipt but the PPF would need help in interpreting them. **JW** also reminded SW that an up to date baseline test was still outstanding, made even more essential due to the current spill at Waterloo Bridge (see item 5. below). **FC** committed to get this done. **Mike Cleugh (MC)** suggested that a SW ecologist be invited to the next update meeting.

[Action QSW/PPF 24.1.1: SW to get the right ecology expert to attend next SW/PPF Update Meeting to explain overpumping data sets - NM by 3.2.23](#)

JW said that water testing was key to managing parishioners concerns about pollution.

4. Groundwater (GW) update

GW Pack (not presented, attached separately) indicates that the GW level at Clanville Gate had passed the trigger level of 84 m AOD. Pumps at Mullens Pond WPS were now at maximum capacity and 5 tankers were managing the current flow rate. **JW** observed that had been no tankers at Mullens Pond when she had passed by recently. **Glenn McCubbin (GM)**, Local Lead (MTS), explained that tanker utilisation had had to be rationalised across the region due to high demand; 10 tankers had so far been deployed to the PPF catchment versus 30 last year. Better use of lay-bys and communication between tankers had contributed to better tanker utilisation. Pumps can handle up to 30 litres per second and tankers can pump at a rate of 15 litres per second. It is also feasible to connect 3 tankers in parallel but limited space at WPSs makes this a challenge. Less tankers were welcomed but there was a general concern as to how the catchment would cope with rising GW levels and increased rainfall as GW season progressed (see item 5 below).

5. Flow restoration update

FC reported that flow restoration at Manor Farm was under control and tankers would be stationed there for the time being. Highways had been notified and the road closure was shown on [one.network](#). [Subsequent to meeting separate email sent by JW with more details of [one.network](#) and the road has been reopened]. The spill at Waterloo Bridge was still flowing. **GM** said that hay bales had been placed around the manhole cover and flow had not reached the Pillhill Brook. The duration of the spill and the depth of water pooling by the bridge must be seeping into the Brook and, on behalf of Will Hawkins Byas (WHB), **JW** reported that bubbling had been observed in Will's section of the Book. This normally indicated

the water was polluted.

Action QSW/PPF 24.1.2: Erect warning signs at Waterloo Bridge and carry out water testing - FC a.s.a.p

JW asked whether sondes could be deployed in the Brook now to provide ongoing water quality monitoring during this groundwater season; either side of Mullens Pond WPS and in WHB's section of the Brook. **FC** said that SW were liaising with Bill Scott of the EA on water quality. Sondes could be deployed; they would give an early warning of pollution but not provide as detailed an analysis as a sample being sent away for a lab test. **JW** stated that negative results would prove useful in handling parishioners concerns over water quality in the Pillhill Brook.

Action QSW/PPF 24.1.3: Deploy sondes at Mullens Pond and at WHB's fisheries to provide early warning of pollution/evidence of no health issues - FC TBA

Peter Heslop (PH) asked if it was SW's intention to replace tankers with over-pumping. **NM** responded absolutely not. A very informative discussion then ensued on what would happen if tankers could not cope and SW *had* to over-pump into the brook. In summary the PPF would get between one week - one month's notice of a decision to use over-pumping. SW must apply for permission to over-pump from the EA (the fine for doing so is currently £80k per event). During over-pumping the EA mandate regular water quality testing. These test would be in the public domain. **PH** asked if SW had any long-range weather forecast. **NM** replied not at this time.

FC said he was pleased to report that the SW Stakeholder Team, who manage outreach had agreed to support the GW effort in the PPF catchment.

FC then handed the meeting back to **KH**.

Programme update

The slides that **KH** presented to the meeting are attached to these notes.

1. Reminder of mission statement and commitment

It is still SW's plan to line/seal all of their network from East Cholderton northward. (slide 5 - 7 gives details)

2. Private connectivity and relining works (slides 15)

KH showed maps (already shared with the PPF) of the planned tubogel works. In Kimpton 100% of the 90% of properties surveyed have been completed. **Klaus Tamke (KT)** stated that the Tubogel contractors were excellent and **KH** responded by thanking Klaus and the PPF for such high parishioner engagement.

KH outlined that the remaining programme would take ~ 11 weeks in Fyfield (dependent on GW levels and temperatures not dropping below 5 °C), 15 weeks in Thruxton (which due to high GW levels has been postponed till May) and 3 weeks in east Cholderton.

3. Public relining works (slide 16)

KH reported that there are 54 sections of public sewer to be completed in the north of the catchment. Work in Thruxton will be complex. **Peter Christie (PC)** said that a public communications campaign would be needed to manage the necessary road

closures. **NM** confirmed that the SW Stakeholder Team would be involved in this.

4. Monitoring

KH outlined the monitoring that SW have/will have in place by the summer.

- **sewer level monitors** (slide 8 - 9) are in place and are currently learning what is normal flow so they can accurately report anomalies. They should all be operational by April.
- **21 temperature monitors** (slide 10) are currently being installed by IETG, ~ 50% are in place. Installation has been delayed as procedures needed to be modified in sections with high flow rates
- **3 boreholes** (slide 11) have now been sunk and volunteers are dipping them on a weekly basis. This will give SW accurate rather than indicative GW data to interrogate pump runs.

PH asked what this data is telling us? **KH** responded that is too early to say but his vision is to have a monitoring dashboard (slide 12) that will enable us to learn from the data and give us an early warning system to better informed decisions in the future.

5. Future

KH updated the PPF on the status of the **wetland project**. SW are thinking about partnering with the [Rivers Trust](#) on this. The feasibility study will be complete by the end of the financial year (end of March). A useful discussion then took place on the construction and operation of a wetland. In summary once the size of the wetland has been established an area will be dug, lined and then planted to naturally filter the flow. A mechanism to keep the wetland wet throughout the year would be essential to its efficacy. On EA approval the project would take ~ 2 years to deliver.

AOB

KT raised his concern about the fencing along the winterbourne section of the Pillhill Brook in Kimpton. This has collapsed and the verge is being eroded by passing vehicles. **KH** agreed to discuss this with Klaus outside of the meeting.

MC reminded PPF members that they can join the regular Update calls, currently held fortnightly on a Friday at 1pm. The next scheduled meeting is Friday 3 February. **JW** will arrange for the Teams meeting details to be sent to anyone wishing to join a future meeting(s).

The date of the **next meeting** was set for the end of April. [Subsequent to the meeting **Tuesday 25 April between 6 and 8 pm** is being proposed and, in an effort to travel around the catchment, would Upper Clatford like to host us?]

Actions from previous meeting

JW stated for the record that 6 actions were closed at the previous meeting last September and that 3 more have been closed in the intervening period. Closed actions will be removed to a Closed Action Register maintained by JW.

Some actions have been superseded by actions taken at the regular fortnightly SW/PPF Update Meetings (see separate meeting notes now circulated to PPF).

No.	Action	Who	By When	Status
QSW/PPF 17.5.4	SW to hold Baseline Ecology Meeting in autumn with the EA. The EA's Pillhill Brook Water Body 2019 gives us a Good ecological status. Lack of flow in the brook prevented this mtg from being held & now needs to be replanned.	FC	TBA	Open
QSW/PPF 17.5.5	SW Ecology survey; investigate developing links with local schools SuDS grant application has been successful. Funds available Sep/Oct 22 with 80% required to be spent by Apr 23. Allocation of funds dependent on connectivity survey results of the 3 local primary schools named in the proposal; Kimpton, Amport & Abbots Ann. Connectivity surveys have been completed & there is no evidence of connections to the public sewer. However at Kimpton pipes were traced to a soakaway that may require attention. SuDS School lead to be consulted.	KH/JW	Update 24/1/23	Closed
QSW/PPF 17.5.8	What else can be done to alleviate the “ragging” of valves at Mill Lane, Abbots Ann? Solution will require a power supply. Nearest power some distance away. Issue currently going thru SW risk process.	KH	Update 24/1/23	Open
QSW/PPF 17.5.10	SW provided 30 minute Pollution Plan. “Pollution Event Exercise” to be held but initial ideas revisited due to operational concerns from FC. Exercise to be held at SW HQ, Worthing & combined with visit to SW Operations Centre with catchment based presence to test communication continuity within the parishes. Exercise postponed until GW levels start to fall.	FC/KH	6/1/23	On hold
QSW/PPF 17.5.11	SW to share Phase 4 public sewer relining programme with PPF. This has two parts: a) continuation of full relining north of the catchment; b) relining selected sections south of the catchment, highlighted by the electroscanning survey. CBUL has delivered a programme plan for relining in Thruxton, start delayed till beginning of May. Peter Christie will join Update calls for duration of this work. Tenders are out to find an additional contractor to carry out remainder of Phase 4 relining works.	KH/LM	Update 3/2/23	Open
QSW/PPF 17.5.13	Temperature sensors to be deployed prior to GW season. Additional sewer level & flow monitors plus new boreholes to strengthen remote telemetry. Sewer level monitors installed & will come online in Mar '23. BHs sunk 24/11/22, 4 th BH at Furzedown Ln on hold. BH Dipping volunteer training completed 19/01/23 - weekly GW measurements have now commenced. Temp. sensor installation commenced 18/01/23 - mounting procedure requires modification due to high GW levels.	KH/JW	Update 3/2/23	Open
USW/PPF 27.6.1	Provide tanker lay-by status for Kimpton, Mullens Pond & Furzedown Ln. Furzedown Ln verge reinstatement completed 10 August, Mullens Pond fencing completed 30/09/22, still some reinstatement of signage TBC. Kimpton still in discussion with landowner.	KH/GM	TBA	Open

USW/PPF 11.7.3	Advise what local group(s) might benefit from a FOG presentation. On hold as linked to QSW/PPF 17.5.10 above	JW/FC	TBA	On hold
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 provided draft 25 year water resource management plans to PPF for background information. PPF provided suggested agenda on 03/10/22. Dates suggested are 13 March - anytime between 14:00 and 17:00 or 16 March - anytime between 12:00 and 16:00	KH/JW	3/2/23	Open
QSW/PPF 6.9.3	SW historic baseline water quality test to be shared with PPF. New test rescheduled for w/c 9/1/23 in proximity to Mullens Pond.	FC	Update 3/2/23	Open
QSW/PPF 6.9.4	Colour code sewer network diagram to show progress being made on sealing programme. Maps provided & circulated 6.1.23.	KH	24/1/23	Closed
USW/PPF 6.1.1	SW Stakeholder Team to provide dedicated resource to handle SW/PPF communications during GW season.	FC	Update 24/1/23	Open
Completed Actions (will be removed in next issue but kept on file)				
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 17.5.6	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 17.5.9	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. Suceeded by Action USW/PPF 11.7.2.	KH/JW	30/06/22	Closed
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

The meeting closed at 19:55.

Janet Wright

Secretary to the PPF