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Date: Wednesday, 11 October 2023

Governance Support
Town Hall
Castle Circus
Torquay
TQ1 3DR

Dear Member

OVERVIEW AND SCRUTINY BOARD - THURSDAY, 5 OCTOBER 2023

I am now able to enclose, for consideration at the Thursday, 5 October 2023 meeting of the Overview and Scrutiny Board, the following reports that were unavailable when the agenda was printed.

Agenda No	Item	Page
5.	South West Water Spotlight Review South West Water Presentation	(Pages 2 - 14)

Yours sincerely

Governance Support
Clerk

South West Water / Torbay Scrutiny Committee meeting

Pages 2
Helen Dobby – Director of
Wastewater Services,
Recovery, Treatment and
Networks

05/10/2023



Agenda Item 5

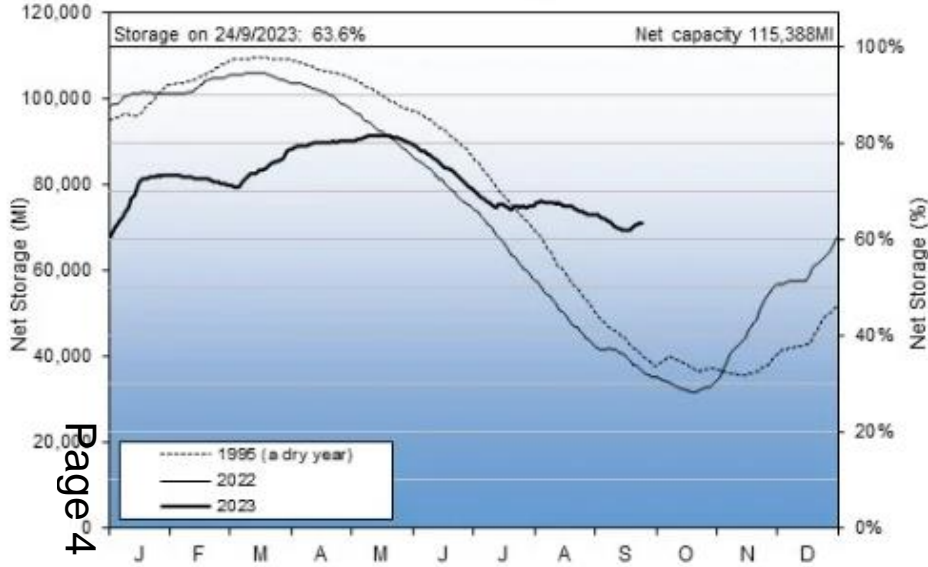
Overview

- Water resources, Torbay area
- Wastewater network (inc storm overflows and WaterFit Live)
- Bathing waters
- Collaborative campaign opportunities with Torbay council

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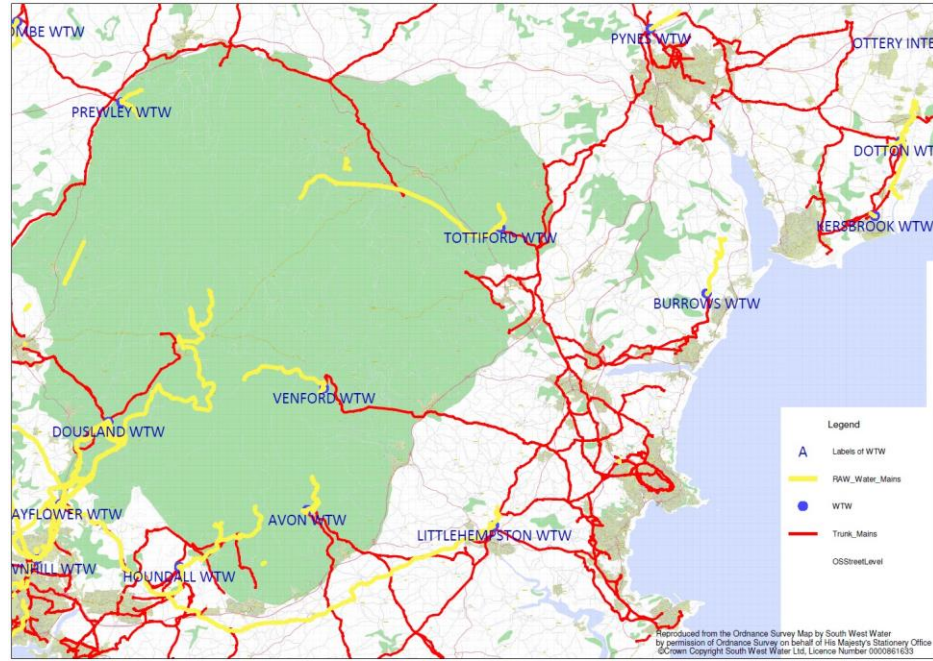


Total Storage



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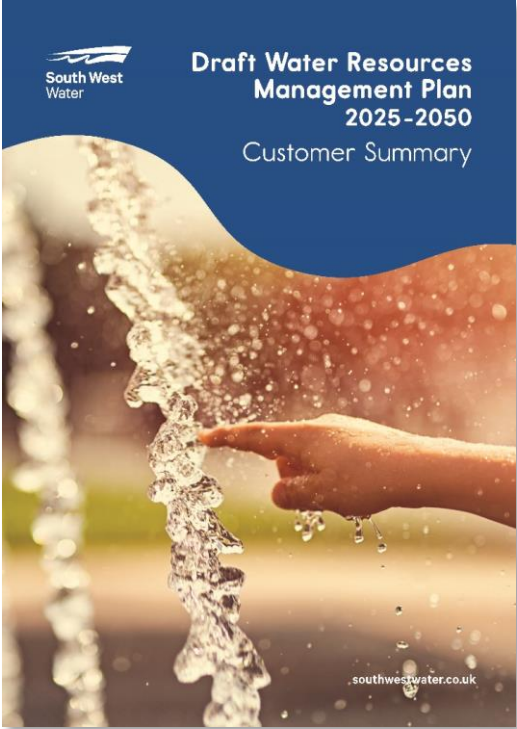
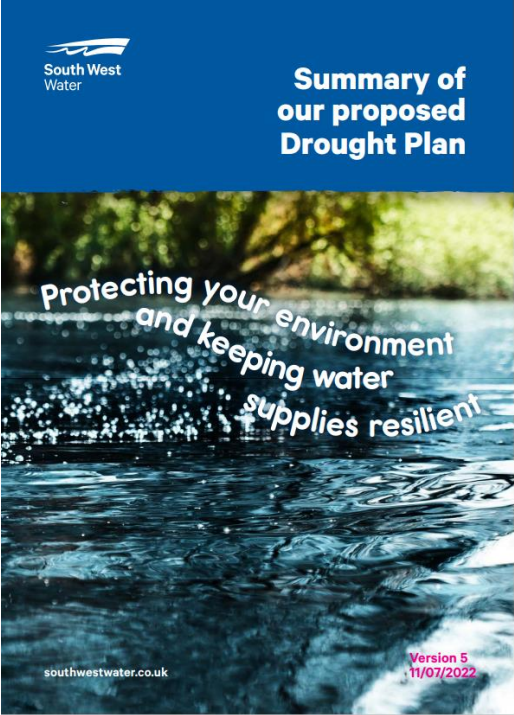
Water Resources – Torbay



Water Resources Management Plan & Drought Plan

2025 -2050

Page 5



Water Resources Management

Increasing supply



Storing more water

We are exploring ways to increase how much water we can store from seasonal rainfall so that there is more available during dry periods. Higher river flows in winter can be pumped up into a reservoir and strategically released to make sure the river level is not compromised when we take water from it for supply. We could make dams higher to increase the capacity of reservoirs or create hundreds of smaller ponds in the landscape to store water and enhance the natural habitat. Working with other suppliers in the wider regions, there may even be opportunities to create new strategic water storage options.

Using river water wisely

The Environment Agency grants abstraction licences to take specified amounts of water from certain rivers in order to supply our network. The quantities are carefully managed through the licences and regularly reviewed as licences expire. We are exploring options to balance the supply by changing the terms of our licences: how much water we abstract, and where we get it from.

Using groundwater

Currently 90% of the water supply in our regions comes from rivers and lakes. The rest of it comes from groundwater that is extracted through boreholes. Some boreholes are not in use and could be re-commissioned to top up the supply. We are also looking at pumping water back into the ground to be abstracted later.

Recovering wastewater

Recycling water that has already been used is a clean and safe option that benefits the environment. Clean, treated water from wastewater treatment works can be returned directly to the network or it can be used to replenish groundwater supplies instead of being lost out to sea. We are also developing innovative approaches that work to enhance the environment and create rich habitats for wildlife, where recovered wastewater is used to support wetlands, keeping it in the regional system.

Balancing the flow of water

We have opportunities to take more water without causing any harm to the environment at certain times of year (when there is more available) or in locations where there is an abundance. This water can then be used at other times or in other places to make up a deficit. Taking advantage of these opportunities may mean a range of measures such as increasing the capacity of water treatment works or improving our network to get the water to where it is needed. Investing in a smarter network and upgrading works helps us to get the balance right.

Diversified water resources

In response both to climate change and also the extreme circumstances we faced in 2022, we have embarked upon a diversification of our water resources. Currently about 90% of our water resources are taken from surface water supplies (the balance from groundwater). We are currently moving at pace to develop additional resources from repurposed mines and quarries and also introducing climate independent sources into our mix, namely desalination at locations along the Cornwall coastline.

THE BLEND OF SOLUTIONS

Reducing demand



Preventing and fixing leaks

We can improve the efficiency of our supply network by investing where water is being lost through leaks. Putting more experts to work with new technology to detect and respond to leaks around the clock and repairing pipes using new techniques has kept us on track to reduce leakage by 15% by 2025 (from 2017/18 levels), and we plan to do more.

Installing smart meters

There are many types of smart meter, but they all measure how much water is being distributed through a pipe and allow it to be monitored closely. A smart meter may be installed on a particular section of our network, such as a street, as well as individual households having a meter installed that tells them how much water they are using.

We can use this information to build a complete picture of where water is going, and where efficiency could be improved. Smart meters in households help people to be aware of how much water they are using (and therefore use less).

With real-time information on water consumption, we can provide feedback to our customers on water consumption, locate leaks and improve our ability to manage our water supply systems overall.

Promoting community water efficiency

We are asking customers to use less water, and we are committed to helping them to do so through a variety of services. We will fix a leaky loo without charge and can provide rainwater butts and other water-saving products such as tap inserts and shower regulators.

We make funding available for local water-efficiency projects through our Water-Saving Community Fund. These could be small, like a rainwater harvesting project for allotments, or larger, like a wide-ranging education programme. We want to hear from any community groups that have an idea that will help communities to use less water.

Our community team visits schools and supports education initiatives. We are further developing a range of innovative programmes in partnership with communities and non-household consumers such as businesses, universities and factories.

With over 25% of leaks being from customers' supply pipes, taking ownership of supply pipes and repairing leaks on customer properties will also make a significant difference as well as helping customers to find leaks in their homes.

Why do we need storm overflows?



Prioritising spill reduction

- WaterFit investment of £330m reducing average spills per location to **20 per year by 2025**.
- £900m up to 2030 to radically improve storm overflow performance
- Further investment reducing average spills per location to **10 per year by 2040 (10 years ahead of Defra target of 2050)**
- Accelerated delivery investment to start by 2025
- Established a Storm Overflow Task Force
- Submitted our Storm Overflow Action Plan

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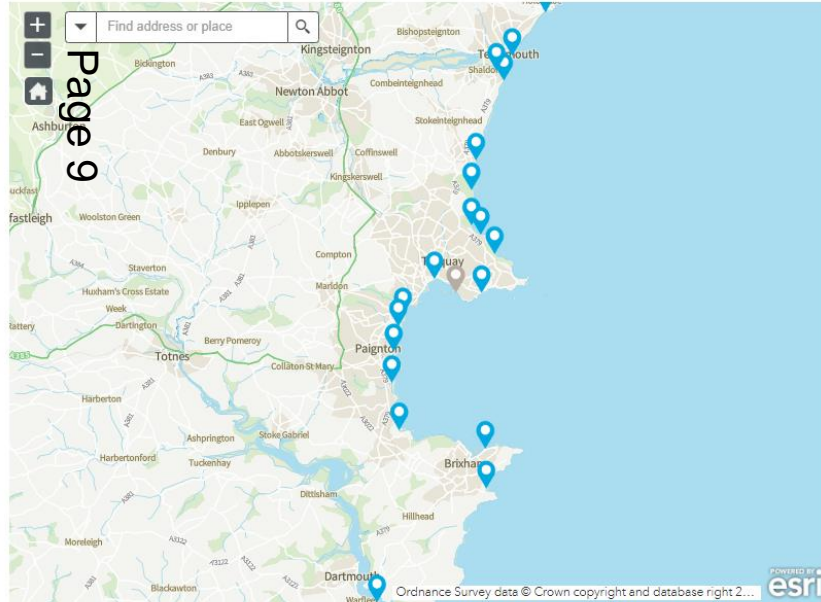


What is the WaterFit Live beach map telling me?

Our interactive map allows you to see if any of our storm overflows have been operating at your local beach to an extent that they may have temporarily affected bathing water.

For more information about storm overflows, what we're doing to reduce their impact and how you can help do your bit visit our main [Storm Overflow page](#).

We've provided some [frequently asked questions](#) below the map to help you understand what's happening and why.

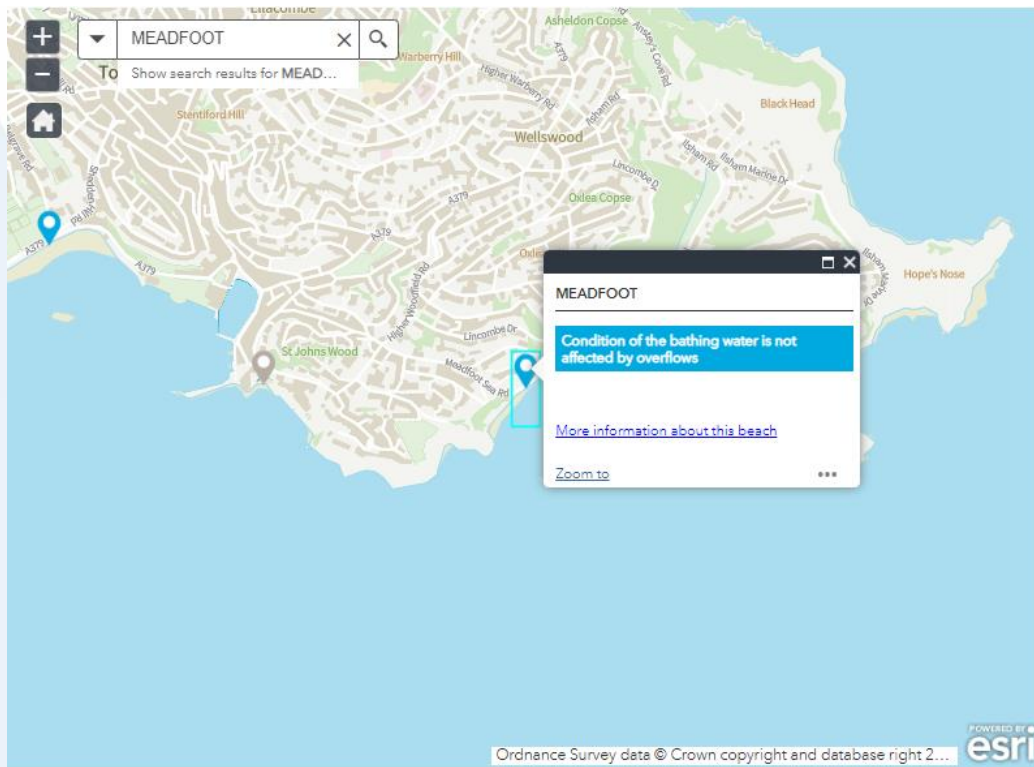


13 Bathing waters in the Torbay area:

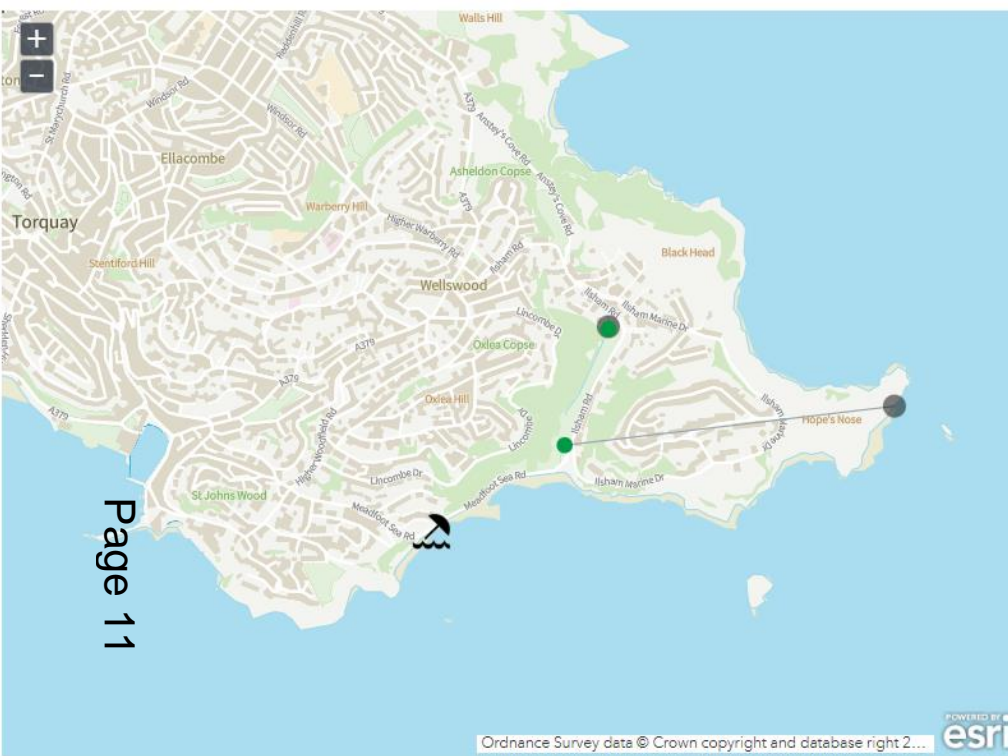
- Water quality assessed by Environment Agency
- Classification published by DEFRA
- Near real time and historic storm overflow data published on SWW WaterFit website

Bathing Waters compliance - Torbay area

Name	2022	2021	2019	2018
Anstey's Cove	Excellent	Excellent	Excellent	Excellent
Babbacombe	Excellent	Excellent	Excellent	Excellent
Beacon Cove	Excellent	Excellent	Excellent	Excellent
Breakwater Beach (Shoalstone)	Excellent	Excellent	Excellent	Excellent
Broadsands	Excellent	Excellent	Excellent	Excellent
Goodrington	Good	Good	Sufficient	Sufficient
Hollicombe	Good	Good	Good	Good
Maidencombe	Excellent	Excellent	Excellent	Excellent
Meadfoot	Excellent	Excellent	Excellent	Excellent
Oddicombe	Excellent	Excellent	Excellent	Excellent
Paignton	Excellent	Excellent	Excellent	Excellent
Preston Sands	Excellent	Excellent	Excellent	Excellent
Paignton Sands	Good	Good	Good	Good
Torre Abbey	Excellent	Excellent	Excellent	Excellent



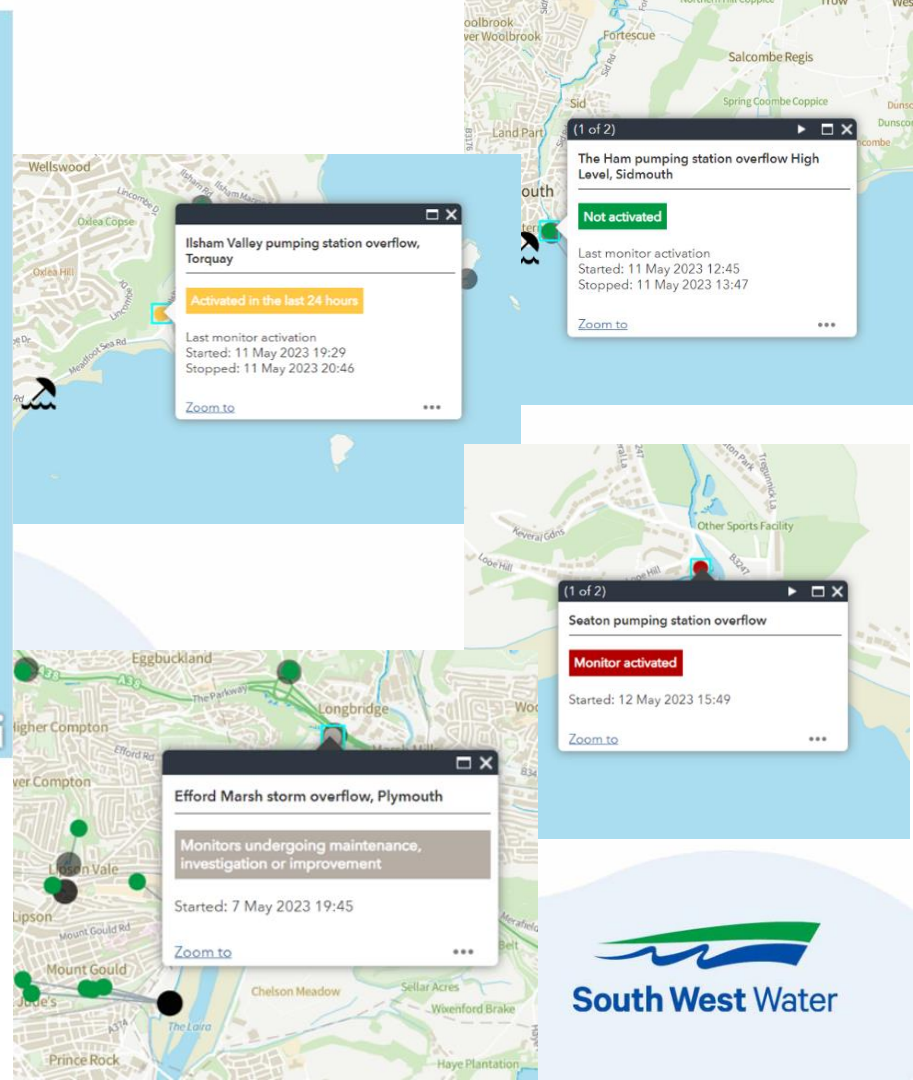
The screenshot shows a map interface with a search bar at the top containing the text 'MEADFOOT'. Below the search bar, a map of a coastal area is displayed with various streets and landmarks labeled, including Stentiford Hill, Warberry Hill, Higher Warberry Rd, Asheldon Copse, Black Head, Wellswood, Lincumbe D, Orliea Copse, Higher Wessingfield Rd, Lincumbe Dr, Meadfoot Sea Pt, St Johns Wood, and Hope's Nose. A blue location pin is placed on the map near Meadfoot Sea Pt. A pop-up window titled 'MEADFOOT' is open over this pin, displaying the following text: 'Condition of the bathing water is not affected by overflows'. Below this text is a link that reads 'More information about this beach' and a 'Zoom to' button with a three-dot menu icon. In the bottom right corner of the map area, there is a small logo that says 'POWERED BY esri'.



Ordnance Survey data © Crown copyright and database right 2... POWERED BY

Map key

- Monitor not activated
- Monitor activated in the last 24 hours
- Monitor activated
- Monitors undergoing maintenance, investigation or improvement
- Outlet location
- Beach name



This page will also show you:

3 year overflow spill information

The data shown in the table below is the reported total spill number for each overflow which has been identified by the EA for this bathing water.

The assignment of an overflow to the bathing water does not always mean an impact will occur, it can be dependent on a number of factors such as tidal state and weather conditions. Sometimes it has been allocated just for investigation purposes and has no impact at all.

All data collected goes through vigorous quality assurance processes before being included in the counts. Sometimes debris can trigger false spills to be recorded, resulting in potentially higher than actual spill numbers.

Number of spills

	2022	2021	2020
Ilisham Road storm overflow, Torquay	2	0	0
Ilisham Valley pumping station overflow, Torquay	79	93	123

Water quality at [Meadfoot](#)

Pollution forecasts will resume when the season starts

Annual classification

2022: ★★★★★ excellent
2021: ★★★★★ excellent
2019: ★★★★★ excellent
2018: ★★★★★ excellent

Sample measurements are taken from May to September

GPS: 50.457,-3.509 Maps: [Google](#) · [Bing](#)

Linked-data from [the Environment Agency](#) · [OGL](#)



Drainage and Waste Water Management Plan

We have developed a long term plan and by 2050 we will have

- Maintained flooding risk
- Improved storm overflow performance
- Raised treatment standards
- Maintained compliance of our treatment works
- Built resilience against wider climate change risks

DID YOU KNOW?

510,000m³
of additional storage
is the equivalent of
204 Olympic-sized
swimming pools



MOST *Only* FLUSH THE 3Ps PEE, PAPER & POO

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LOVE your LOO

southwestwater.co.uk/loveyourloo

Joint campaign with Newquay town council 2023 – Sewer Misuse

Help keep Newquay's beaches beautiful

5 ordinary steps to make an extraordinary difference

We all want clean, healthy beaches...
By keeping the pipes in our sewers clear and free from blockages, and by doing what we can to stop excess rainwater getting into the network, we can all help keep our beaches and bathing waters beautiful.

- 1. Only flush the 3Ps**
Pee, Poo and Paper is all that should be going down your loo. Wet wipes, and sanitary items can block sewer pipes - they can even end up in rivers and on beaches. Please bag them and pop them in the bin.
- 2. No F.O.G. down the drain**
Fats, Oils and Grease poured down the drain create blockages, which can cause flooding and pollute our beaches. Tip cooled oil into a container, wipe grease from pans and plates with a paper towel and bin both.
- 3. Get a water butt**
With a water butt you'll save water and also keep clean rainwater out of the sewage network. This helps to slow the flow and reduce storm overflow use when it rains. Scan the QR for a free water butt from South West Water.
- 4. Think garden - think sponge!**
Lawns and flower beds soak up water like a sponge - rain runs quickly off hard surfaces like tarmac and patios into the sewers. More sponges = fewer storm overflows.
- 5. Check it connects**
If you're having a new toilet or appliance installed - check it's connected to the right pipes. If it's wrongly connected to a storm drain or surface water sewer it could end up in the sea.



Help keep Newquay's beaches beautiful



Think garden - think sponge!

Ordinary steps make an extraordinary difference

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Help keep Newquay's beaches beautiful

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