

Clerk: Governance Support
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Date: Monday, 14 October 2024

Governance Support
Town Hall
Castle Circus
Torquay
TQ1 3DR

Dear Member

OVERVIEW AND SCRUTINY BOARD - TUESDAY, 8 OCTOBER 2024

I am now able to enclose, for consideration at the Tuesday, 8 October 2024 meeting of the Overview and Scrutiny Board, the following reports that were unavailable when the agenda was printed.

Agenda No	Item	Page
4.	Drainage and Flooding Issues Presentations from the Environment Agency and South West Water	(Pages 3 - 40)

Yours sincerely

Governance Support
Clerk

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Page 3 **Clarissa Newell**
Regulatory Manager (Water)
Devon, Cornwall & Isles of Scilly

Responsibilities

Within England we're responsible for:

- regulating major industry and waste
- treatment of contaminated land
- water quality and resources
- fisheries
- inland river, estuary and harbour navigations
- conservation and ecology

We are also responsible for managing the risk of flooding from main rivers, reservoirs, estuaries and the sea.

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Priorities

Our priorities are to:

- work with businesses and other organisations to manage the use of resources
- increase the resilience of people, property and businesses to the risks of flooding and coastal erosion
- protect and improving water, land and biodiversity
- improve the way we work as a regulator to protect people and the environment and support sustainable growth

Read more about [Environment Agency: EA2025 creating a better place](#)



EA 2025

A NATION RESILIENT
TO CLIMATE CHANGE



EA 2025

HEALTHY AIR,
LAND AND WATER



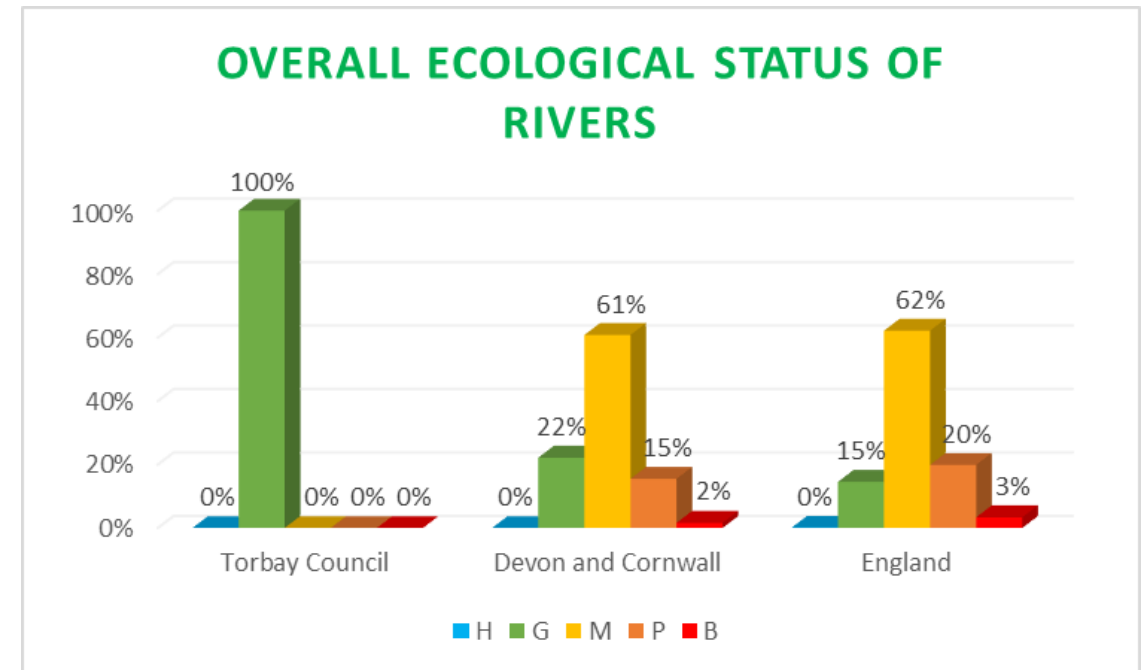
EA 2025

GREEN GROWTH AND
A SUSTAINABLE FUTURE

What is state of the Water Environment?

BW Reference	Name	Sampling to be taken between May - September	Bathing Water Status
23100	Maidencombe	10	EXCELLENT
23200	Watcombe	20	CLOSED
23300	Oddicombe	10	EXCELLENT
23400	Babbacombe	15	EXCELLENT
23501	Anstey's Cove (Torquay)	20	EXCELLENT
23600	Meadfoot	10	EXCELLENT
23700	Beacon Cove	15	EXCELLENT
23800	Torre Abbey	20	EXCELLENT
23900	Hollicombe	20	GOOD
24000	Paignton Preston Sands	20	EXCELLENT
24100	Paignton Paignton Sands	20	GOOD
24200	Goodrington	20	SUFFICIENT
24300	Broadsands	15	EXCELLENT
24500	Breakwater Beach (Shoalstone)	10	EXCELLENT
24600	St Mary's Bay (Devon)	10	EXCELLENT

- Torbay has 15 bathing waters.
- Torbay has one river classified in 2022 under the Water Environment Regulations (WER), the Upper Aller Brook. The Upper Aller Brook is designated as having Good Ecological Status.



What action is being taken?

Location	Torbay, Devon	Bathing water number	24200
Usage	Popular	Controller	Torbay Council
Type of Bathing Water	Coastal	Designate in	1988
Local contact- Water Quality:	Gabrielle Garland	Champion	A&R Devon
Local contact- comms:	Sophia Ashby	Area Environment Manager	Bruce Newport
Expected Result in 2024	Sufficient	Area	DCIS

Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Classification	Sufficient (0%)	Good (0%)	Good (0%)	Good (0%)	Sufficient (0%)	Sufficient (6.2%)	Sufficient (32%)	Un-classified	Good (46%)	Good (0%)	Sufficient (0%)
% risk of failure	0%	0%	0%	0%	0%	6.2%	32%	100%	54%	0%	0%

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Bathing Water History & Characteristics
<p>Bathing water profile</p> <p>Bathing water profile (data.gov.uk)</p> <p>Sampling Programme</p> <p>BW statutory sample: Goodrington Beach (24200) Investigational sample: Goodrington Stream At Beach Investigational sample: Goodrington Stream Car Park</p> <p>Local context</p> <p>The Environment Agency (EA) engage with the Torbay Council and South West Water (SWW) closely and liaise around water quality issues that could affect the bathing water.</p>

- Bathing waters are having ongoing investigations if at sufficient or good.
- Goodrington- bathing water impacted by diffuse urban pollution, misconnections, dog faeces.
- Agriculture not thought to be of major impact
- Rapid bacteria sampling undertaken
- Ragging infrastructure to prevent blocking (WINEP)
- SWW has done investigations
- No connectivity to nearby holiday park
- EA monitoring
- Event Duration Monitoring: Event Duration Monitoring (EDM) data provides a robust and consistent way of monitoring how often and for how long storm overflows are used. This monitoring underpins our planning, compliance and enforcement work.

Reporting to the Public



- The Environment Agency's online tool [Swimfo](#) provides information on all our designated bathing waters
- The Environment Agency works with local authorities to enable decisions on posting signs at these swimming locations to inform bathers about any possible dips in water quality.
- The Environment Agency does not warn and inform the public when **permitted** spills are happening. However, the local water company, SWW, does.
- You can find out more at: [Event duration monitoring – lifting the lid on storm overflows - Creating a better place \(blog.gov.uk\)](#)

Are all the spills illegal?



- Event Duration Monitors increase transparency by measuring how, when and for how long a storm overflow is in operation.

- 100% of storm overflows across the water network in England have now been fitted with Event Duration Monitors (EDMs).

- This shows the public when discharges are happening, and helps the government and regulators to better hold water companies to account for illegal sewage spills and improve knowledge of overflow operation to identify where improvements can be made.

- Storm overflows are an automatic safety valve that release excess pressure on the network from flooding and rain – preventing sewage backing up into properties and stopping widespread mains pipe bursts across the country.

- They should, however, only be used under strict permit conditions.**

What else is the Environment Agency doing??



- Catchment co-ordinator Emma McGee involved in partnership working re water quality and more.
- Increased development, discussions with Local authority and SWW on asset improvement via the Water Industry National Environment Programme (WINEP)
- Liaising with forums: The Torbay climate partnership the EA fed into the **Greener Way For Our Bay Framework and Action Plan**
- Flood pipeline project- active partner
- Seagrass and ecology surveys
- Dye tracing
- Watching brief via sampling at other beaches

Enforcement



In Devon and Cornwall and Isles of Scilly, for 2024/2025 the Water Industry teams will deliver

- 335 inspections to South West Water Assets.
- measures to address concerns about flow and storm overflows
- increased enforcement action for pollution incidents.

The Water (Special Measures) Bill will:

- speed up our enforcement response
- us to focus our prosecution activities
- Strengthen penalties for obstruction offences
- enable the courts to include imprisonment
- give water companies a duty to publish data within an hour of a discharge for all emergency overflows in England.
- new statutory requirements for water companies to publish annual Pollution Incident Reduction Plans

Enforcement & Compliance

Devon dairy farm prosecuted for 'chronic and continuing' pollution

A dairy farm in north Devon has been prosecuted after it was found to have caused pollution in a nearby stream, with ammonia levels almost 100 times higher than healthy levels

by Conor McClone



Two-thirds of cattle farms in north Devon cause river pollution

Nearly nine in 10 farms inspected failed to comply with regulations, according to a report from the Environment Agency



The River Torridge near Great Torrington. The report said that many dairy farms had increased their herds, but not their slurry storage. Photograph: John Insull/Alamy

Press release

North Devon company fined for pollution that devastated fish population

The North Devon company that caused a pollution incident leading to a devastating fish kill on the River Mole near South Molton has been fined £2,000 and ordered to pay £9,836 in costs.

South West Water fined more than £2.1m over sewage pollution

© 26 April



South West Water pleaded guilty to 13 charges of unauthorised sewage releases and breaches of environmental permits

South West Water has been fined a record amount of more than £2.1m after admitting causing pollution in Devon and Cornwall.

Smart Biosphere – Applications & Customers

Application Modules	Realtime monitoring	Forecasting predictive analysis	Geographic track & trace	Scenario modelling	Intervention baseline & monitor
Coilform	✓	✓			✓
Water nutrient load	✓	✓	✓	✓	✓
Eutrophication	✓	✓	✓	✓	✓
Water pollutants	✓	✓	✓	✓	✓
Water volume/flow	✓	✓	✓	✓	✓
Soil chemistry			✓		
Bathing quality	✓	✓			

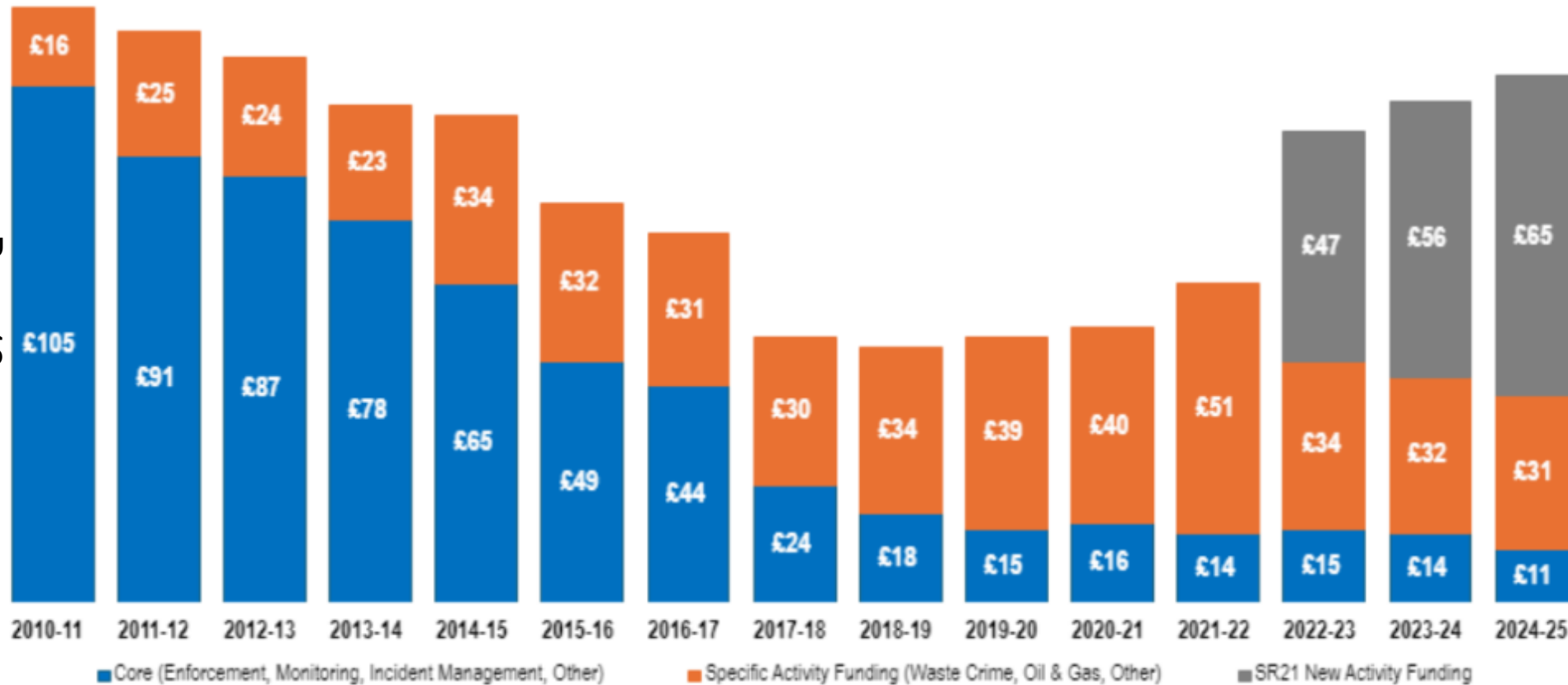
Customers



Misconnection campaign in Torrington



GiA Resource Funding



Additional funding from SR21 (£65m)

- Project Speed
- Contaminated Land
- Air Quality
- Water Quality
- Navigation
- Environmental Monitoring
- Nature For Climate & Biodiversity
- Water Transformation
- Future Farming
- Chemical Regulation
- Waste Reform
- Marine

Examples of specific activity funding (£31m)

- Air Quality Monitoring
- Abstraction Reform
- Environment Bill
- Waste Crime

Examples of non specific funding (£12m)

- Enforcement
- Monitoring
- IT & Data
- Whole Life Costs



Our duties

Under section 2 of WIA91 as amended, we must carry out most of our work as an economic regulator in the way we consider will best:

- further the consumer objective to protect the interests of consumers, wherever appropriate by promoting effective competition
- secure that water companies (meaning water and sewerage undertakers) properly carry out their statutory functions
- secure that water companies can (in particular through securing reasonable returns on their capital) finance the proper carrying out of their statutory functions
- secure that water supply licensees and sewerage licensees properly carry out their licensed activities and statutory functions
- further the resilience objective to secure the long-term resilience of water companies' water supply and wastewater systems; and to secure that they take steps to enable them, in the long term, to meet the need for water supplies and wastewater services

What can you do to help?



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As a Local authority

- Misconnections
- Consideration to increased development
- Surface water connections/ infiltration

The public:

- So many incidents are caused by blockages:
- Wet wipes
- Fats, oils, grease

South West Water / Torbay Scrutiny Committee meeting

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Tuesday 8th
October 2024

Agenda Item 4
Appendix 5



South West
Water

Overview

- Spill Reduction
- Water Fit Live
- Bathing Water Quality and Sampling Programme
- Drainage and Wastewater Management Plan/
Spill data
- Leaks
- Cryptosporidium
- Reducing Pollution and Campaigns
- Seasonal Tariff Trial
- Useful Links

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Prioritising spill reduction

- WaterFit investment of £330m reducing average regional spills to **20 per calendar year on average by 2025**.
- £830m up to 2030 to radically improve storm overflow performance
- Further investment reducing average spills 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 to Defra and published in public domain

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Welcome to WaterFit Live

WaterFit Live is our way of sharing with you near real-time data about our storm overflows, and whether they are impacting the quality of your bathing waters.

You can also learn more about how we're investing in your area to reduce the need for storm overflows to operate.



Bathing water quality map

Check out whether the water quality at your local spot has been impacted by our storm overflows, in near real-time.

[Go to map](#)



Storm overflow map

See where all our storm overflows are, and whether or not they are active, in near real-time.

[Go to map](#)

What is the bathing water quality map telling me?

This map shows you all the bathing waters in the area, and whether the water quality there has been temporarily affected by the operation of storm overflows.

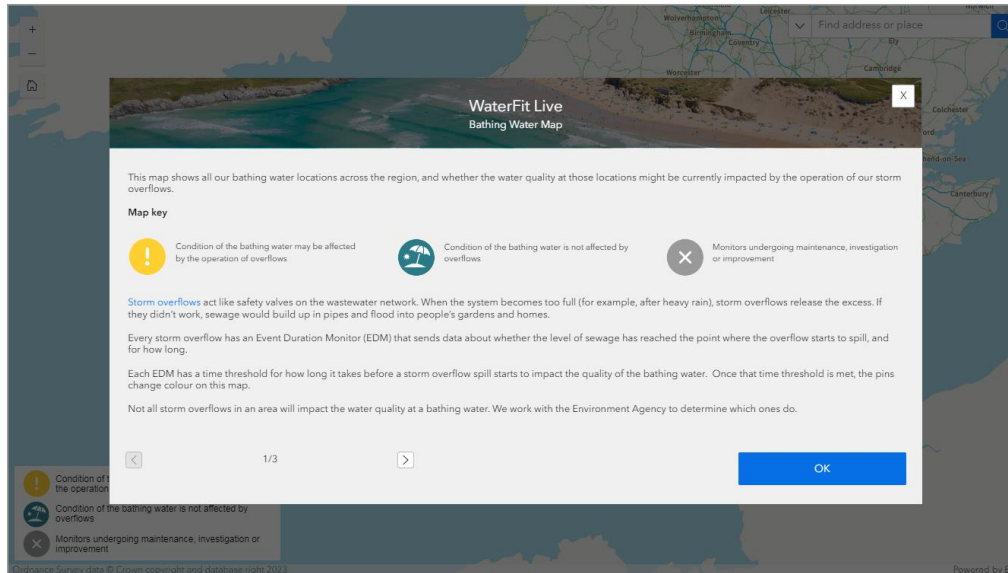
For more information about all our storm overflows, what we're doing to reduce their impact and how you can help do your bit visit [our storm overflow map](#).

On a mobile device, the map is best viewed in full screen in portrait mode.

[Go to full screen map](#)

Bathing water quality map




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WaterFit Live
Bathing Water Map

This map shows all our bathing water locations across the region, and whether the water quality at those locations might be currently impacted by the operation of our storm overflows.

Map key

-  Condition of the bathing water may be affected by the operation of overflows
-  Condition of the bathing water is not affected by overflows
-  Monitors undergoing maintenance, investigation or improvement

Storm overflows act like safety valves on the wastewater network. When the system becomes too full (for example, after heavy rain), storm overflows release the excess. If they didn't work, sewage would build up in pipes and flood into people's gardens and homes.

Every storm overflow has an Event Duration Monitor (EDM) that sends data about whether the level of sewage has reached the point where the overflow starts to spill, and for how long.

Each EDM has a time threshold for how long it takes before a storm overflow spill starts to impact the quality of the bathing water. Once that time threshold is met, the pins change colour on this map.

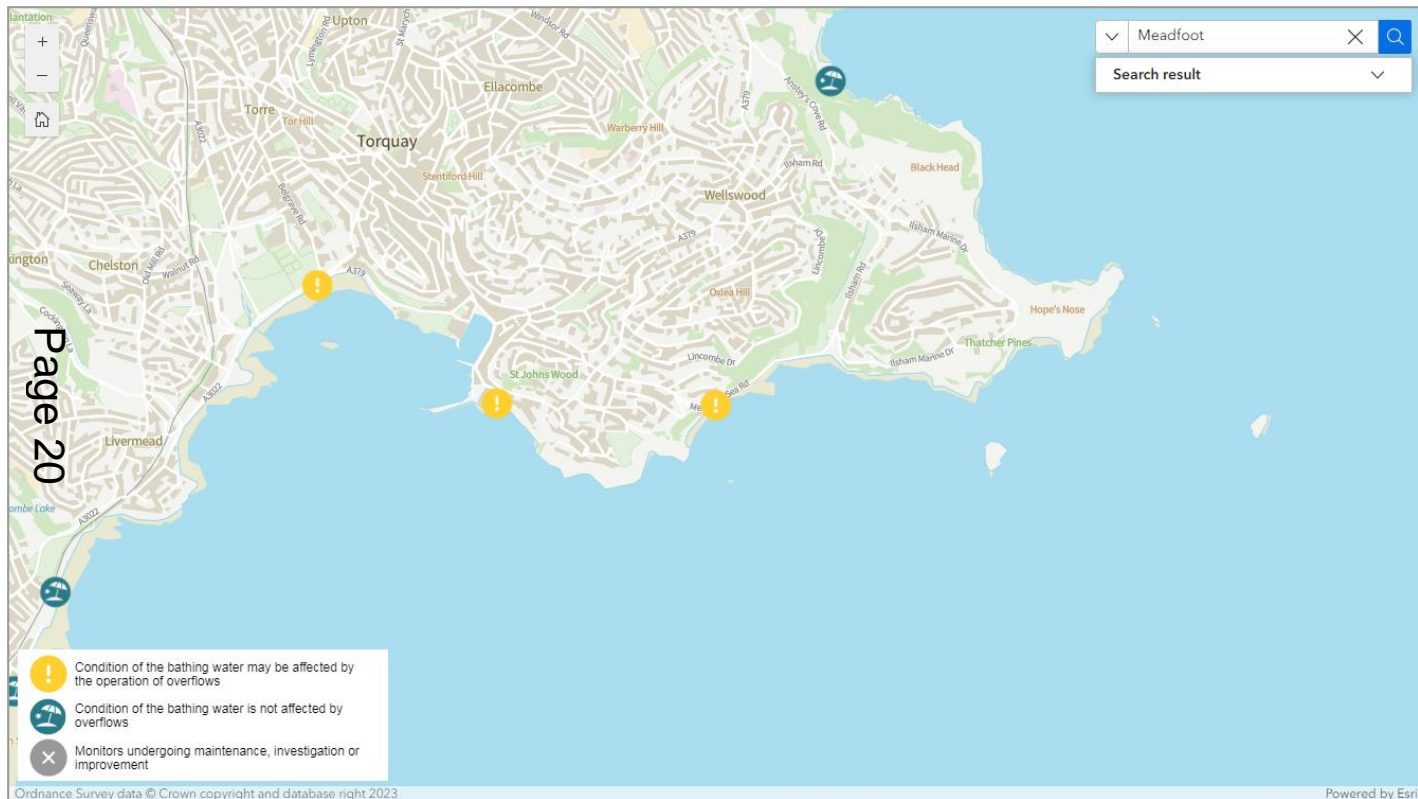
Not all storm overflows in an area will impact the water quality at a bathing water. We work with the Environment Agency to determine which ones do.

1/3

[OK](#)

Ordnance Survey data © Crown copyright and database right 2023. Powered by Esri

Bathing Water Quality Map



The screenshot to your left is taken from the Waterfit Live Website and shows what you might see when you search for Torbay within the bathing water quality map.



What is the storm overflow map telling me?

This map shows all our storm overflow locations across the region, and whether they are currently active. You can also click on a catchment and follow the link to learn more about that area.

You can use this information to help make informed decisions when visiting your favourite river or beach.

On a mobile device, the map is best viewed in full screen in portrait mode.

[Go to full screen map](#)

Storm overflow map

WaterFit LIVE
Storm Overflow Map

What this map shows you
This map shows our [storm overflows](#) and whether they are currently active.

Map Key

- Storm overflow is currently not activated
- Storm overflow has activated in the last 24 hours
- Storm overflow is currently activated
- Designated Bathing Water
- Outlet location
- Monitor is offline or unavailable

Storm overflows act like safety valves on the wastewater network. When the system becomes too full (for example, after heavy rain) storm overflows release the excess. If they didn't work, sewage would build up in pipes and flood into people's gardens and homes.

Every storm overflow has an Event Duration Monitor (EDM) that measures the level of sewage in the system and indicates whether the overflow is active, and for how long. They do not measure the volume of sewage spilling from the overflow, only the level, and they alert us when that level has reached the point where the overflow starts to spill. This means that an EDM will trigger an alert even when the volume of the spill itself is very low.

This sensitivity means that sometimes small things, like leaves, twigs or even spider webs, bubbles and foam can trigger them, indicating that the overflow is in use when it isn't. This map does not distinguish these 'false' readings, but rather provides near real-time data, as we receive it, before we've investigated why an EDM is activated.

All EDMs send us data at least every 15 minutes (and in some cases, every 10 seconds). Using this, together with other data, we can spot issues in the network, and respond as necessary. We also use this data to model our system and identify areas for improvement.

[CLOSE](#)

Currently active 1/4

Monitor offline unavailable

Designated Bathing Water

Outlet Location

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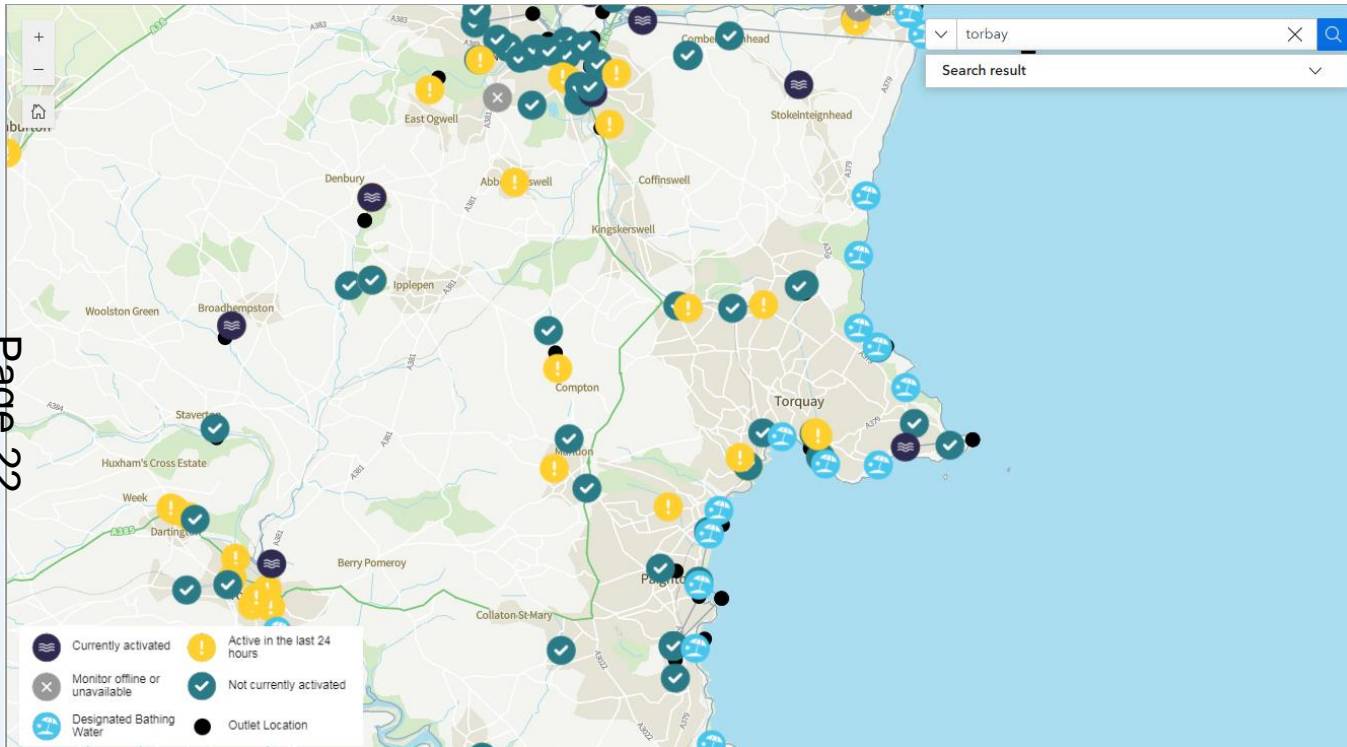
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Storm Overflow Map

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The screenshot to your left is taken from the Waterfit Live website and shows you what you might see when you search for Torbay in the Storm Overflow map.

Bathing Water Information

Name	2023	2022	2021	2019
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	Sufficient	Good	Good	Sufficient
Hollicombe	Good	Good	Good	Good
Maldencombe	Excellent	Excellent	Excellent	Excellent
Madfoot	Excellent	Excellent	Excellent	Excellent
Oddicombe	Excellent	Excellent	Excellent	Excellent
Paignton Preston Sands	Excellent	Excellent	Excellent	Excellent
Paignton Sands	Good	Good	Good	Good
St Marys	Excellent	Excellent	Excellent	Excellent
Torre Abbey	Excellent	Excellent	Excellent	Excellent
Watcombe	Closed	Closed	Closed	Excellent

15 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

Enhanced Bathing Water Quality Sampling Programme



© VisitPlymouth

Enhanced Bathing Sampling Programme

We are currently piloting an enhanced bathing water sampling programme, at 14 beach locations in our region. We're hoping the programme can help us to:

- Help characterise daily changes in water quality at selected designated bathing beaches and the potential reasons for these changes.
- Help protect and enhance bathing water quality all year-round.
- Improve our knowledge and build a valid, credible base of WQ
- Understand how bathing water catchments behave.
- Trial new and emerging water quality testing methods (e.g. Molendotech, MST sampling and 'near real time' water quality monitoring sondes) alongside conventional microbiological testing.
- Help develop and improve existing guidance on when risks associated with bathing might occur.

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Current Locations

Bathing Water	
	Anstey's Cove
	Beacon Cove
	Bovisand
	Budleigh Salterton
	Exmouth
	Harlyn Bay
Page 26	Holywell
	Lynmouth
	Meadfoot
	Mother Ivey's
	Plymouth Firestone
	Plymouth Hoe (East)
	Plymouth Hoe (West)
	Sandy Bay

Sites were selected to reflect a range of coastal variation, compliance risks, freshwater input, potential storm overflow impact, public interest and logistics of programme delivery.

We hope to continue the programme beyond its 12 month pilot, moving to other beaches in the region.

We are working towards making data available with context so we can share what we know in the most useful way, we want to work with stakeholders to do this.

Data so far is indicating that our sample results align with those taken by the Environment Agency to determine Bathing Water classification. We hope to be able to utilise out of season data collected this winter to:

1. Understand the feasibility and practicality of out of season sampling.
2. Understand how our compliance position could look if the bathing water season were to be extended.

Early data insights have been useful internally, in the interpretation of the impact of events on water quality. Based on our data, we can evidence that the impact of the recent Exmouth event upon the bathing water was minimal and short lived.

Our Objectives:

- Help characterise daily changes in water quality at selected designated bathing beaches and the potential reasons for these changes.
- Help protect and enhance bathing water quality all year-round.

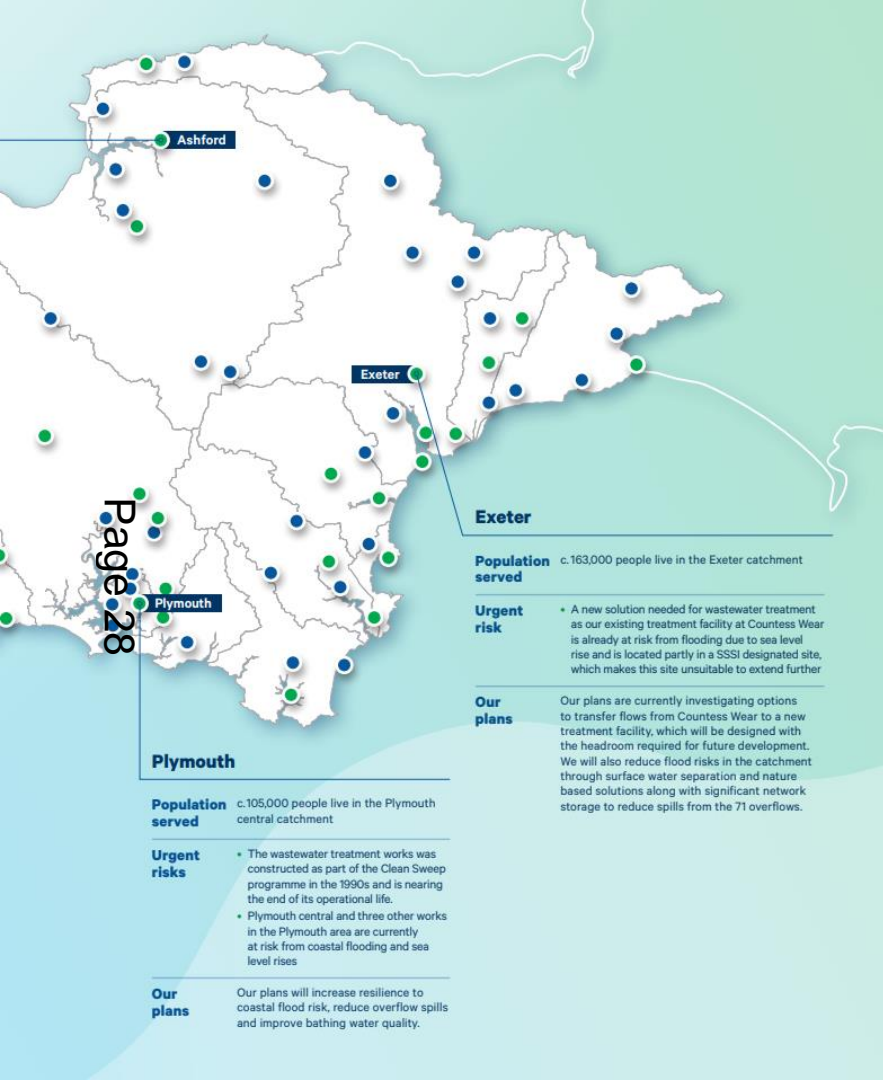
What are we aiming to achieve?

- Improve our knowledge of bathing water quality across the SWW region.
- Understand how bathing water catchments behave.
- Trial new and emerging water quality testing methods (e.g. Molendotech, MST sampling and 'near real time' water quality monitoring sondes) alongside conventional microbiological testing.
- Help develop and improve existing guidance on when risks associated with bathing might occur.
- To build a base of valid, credible water quality data.
- To consider how we share this information in the most useful way possible to help inform bathers, stakeholders and partners.

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

Q1: Please provide the 2023 statistics for the number of spills for each area in Torbay compared to previous years. Can we have hours and volume of discharge please. What spills in the last 18 months have occurred due to mechanical breakdowns?

Please find on the next slide the spill data taken from our annual return for Combined Sewer Overflows (CSOs) in Torbay. Spill count and spill duration are reported annually to the Environment Agency (EA) and shared on our website. Spill volume is a calculated, rather than a measured metric, calculated by hydraulic modelling and is generally used for detailed analysis of spills and investments to reduce spills. As we don't measure it is not contained within the published return.

With the response to the number of spills in the last 18 months in the Torbay area caused by mechanical breakdowns we can say that from time to time spills are caused by mechanical breakdowns however when this occurs the teams work hard to rectify quickly making the necessary repairs.

Improvements being Made

EDM Assets 2023 annual return spill data

Site Name (EA Consents Database)	Site Name (WaSC operational)	Counted spills 2023 (using 12-24h count method)
ILSHAM VALLEY PUMPING STATION	ILSHAM VALLEY SPST_PSCSOEO_TORQUAY	140
OLD MILL ROAD	OLD MILL RD_CSO_TORQUAY	111
ILSHAM ROAD CSO	COCKINGTON LANE SPS_PSCSOEO_TORQUAY	73
BOLTON STREET CSO	BOLTON STREET_CSO_BRIXHAM	71
BARTON HILL ROAD CSO	BARTON HILL RD_CSO_TORQUAY	64
CLENNON VALLEY PUMPING STATION	CLENNON VALLEY SPS_PSCSO_PAIGNTON	38
TOR PARK ROAD PUMPING STATION	TOR PARK SPS_PSCSOEO_PAIGNTON	38
EDEN PARK CSO	EDEN PARK_CSO_BRIXHAM	37
GALMPTON PUMPING STATION	KILN ROAD SPS_PSCSOEO_GALMPTON	24
FLEET WALK NO.2 CSO	FLEET WALK 2_CSO_TORQUAY	23
FLEET WALK NO.1 CSO	FLEET WALK 1_CSO_TORQUAY	22
BEACON HILL	BEACON HILL_CSO_TORQUAY	21
CLEMENTS FARM PUMPING STATION	CLEMENTS FARM SPS_PSCSOEO_TORQUAY	21
PRESTON GREEN ATTENUATION TANK	PRESTON GREEN SPS_PSCSOEO_PAIGNTON	10
TORBAY (BROKENBURY) STW INLET PS/	GRANGE COURT SPS_PSCSOEO_PAIGNTON	9
CLENNON VALLEY PUMPING STATION	CLENNON VALLEY SPS_PSCSO_PAIGNTON	6
ILSHAM ROAD CSO	COCKINGTON LANE SPS_PSCSOEO_TORQUAY	5
PAIGNTON GREEN TANK PSCSO/EO	PAIGNTON TANK_CSO_PAIGNTON	5
CLENNON VALLEY PUMPING STATION	CLENNON VALLEY SPS_PSCSO_PAIGNTON	3
LITTLEGATE ROAD CSO	LITTLEGATE ROAD_CSO_PAIGNTON	3
#N/A	MAYFLOWER DRIVE_CSO_BRIXHAM	2
OXEN COVE PUMPING STATION	OXEN COVE SPST_PSCSOEO_BRIXHAM	2
FIRLANDS ROAD 1 CSO	FIRLANDS RD 1_CSO_TORQUAY	1
KINGS DRIVE CSO	KINGS DRIVE PENSTOCK_CSO_TORQUAY	1
IVY COTTAGE PUMPING STATION	NEWTON ROAD_CSO_TORQUAY	1
BERRY HEAD ROAD CSO	BERRY HEAD_CSO_BRIXHAM	0
FIRLANDS ROAD 2 CSO	FIRLANDS RD 2_CSO_TORQUAY	0
ILSHAM MARINE DRIVE CSO	ILSHAM MARINE DRIVE_CSO_TORQUAY	0
ILSHAM ROAD CSO	ILSHAM RD_CSO_TORQUAY	0
SCOTTS BRIDGE PUMPING STATION	SCOTTS BRIDGE SPS_PSCSOEO_TORQUAY2	0
#N/A	SHORTON VALLEY ROAD_CSO_PAIGNTON	0
BEACH ROAD PSCSO/EO	BABBACOMBE(1) SPS_PSCSOEO_BABBACOMBE	0
BEACH ROAD	BEACH RD_CSO_TORQUAY	0

As you can see from the table to your left we are already hitting regulatory targets of 10 spills or less per year for a large number of our assets in the Torbay area prior to the 2050 deadline.

Q2. Please can you provide details of what action has been taken to reduce the number of spills and how this will enable you to meet your target of 20 per year by 2025 as a result of your WaterFit investment of £330m?

As part of our WaterFit programme we have installed monitoring on all of our overflow sites and developed our Storm Overflow Action Plan (SOAP). In addition, we have optimised network storage and invested in surface water separation to reduce spills at 4 CSOs impacting Goodrington Beach and Paignton Sands. This work will continue in the period 2025-2030. Of the 31 CSO's in Torbay, 14 already have a long-term average spill count of less than 10 spills per year. This is mainly due to the existing and historical need to reduce overflow spills impacting on designated waters. There are 9 CSO sites where the long-term average spill count is greater than 20 per year. We plan to deliver improvements to 13 CSO sites in Torbay, in AMP8 (2025-2030), reducing spills in line with the Storm Overflow Discharge Reduction Plan, (SODRP). The SODRP has set out clear prioritisation process for water companies to follow which prioritises designated bathing waters, shellfish waters and spills impacting on ecologically sensitive sites.

Q3. How many leaks have been reported and repaired over the last 12 months?

During the last 12 months (1/9/23 - 1/9/24) the number of leaks that have been reported is 645 leaks reported in the Torbay area. Over 1427 leaks have been detected in total. Out of this total figure of 2072, 350 of these were customer leaks which are customer's own responsibility to repair.



Q7 What is the process for road/highways closures for water or sewerage leaks? We understand that you have Community Liaison Officers, how do you communicate this with the Council and residents?

Road closures overall are needed specifically for the protection of staff and importantly the general public whilst we carry out essential work on our assets in a safe and controlled manner.

For planned work we would always apply for the road closure notice in the required way agreeing a sensible alternative diversion route with the local council. Given the work is planned we would use our CLO (Customer Liaison Officers) to work with affected customers particularly businesses to communicate the extent of the work and listen to concerns / take on any appropriate improvements to the plan.

For reactive/emergency work and by its very nature, it is more difficult to get in front of customers before we have to close the road, we would usually try to communicate with business customers or those customers highly reliant or affected by access.

As a business subscribe to an online platform [Causeway one.network](#) which will display all roadworks in operation including road closures, this is a good resource for finding out information about ongoing work.

Torbay Council Breakdown 23/24

Urgent	1510	79%
Minor	281	15%
Standard	52	3%
Major	61	3%
	<hr/>	
	1904	

Planned Works:

Major Notice 12 Weeks

Standard Notice: normally 10 days' notice with occupancy caps as below – useful guide attached.

Standard Notice Temporary Traffic Regulation Notice (TTRN) <5 Days

Standard Order Temporary Traffic Regulation Order (TTRO) >5 Days

Urgent Works:

Same Day or Next Day.

Q4. What publicity has been undertaken to encourage people to use less water and to report leaks, including raising awareness of free or financial help towards leaks, including leaking toilets?



In terms of encouraging customers to save water – we have our Water is Precious campaign. Please see the following link for more details - <https://www.southwestwater.co.uk/household/your-services/save-water/water-is-precious>. This campaign is all about how our customers can protect water resources now and into the future by changing their behaviour through the promotion of free water saving devices.

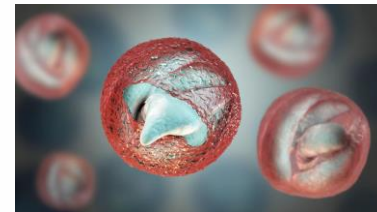
We had an out of home campaign run over the summer months encouraging customers and tourists alike to be more mindful when it comes to water usage and offered water saving tips on our website. Please see the following link for more information: <https://www.southwestwater.co.uk/household/your-services/save-water/visitors>

In terms of leaky loos, customers are able to order a free leaky loo strip to their property to test whether they have a leaking toilet. Please see the below link:

[Leaky Loo | South West Water](#)



Q5. What was the root cause of the cryptosporidium outbreak in Brixham and what was the timeline for the actions taken by South West Water and when do they expect this to be completely resolved? What mitigations have you put in place to prevent future outbreaks? Why did it take so long to rectify the problem and ensure that the water in the area was safe?



We understand that those affected by the outbreak want to understand how this outbreak occurred, but due to the ongoing nature of the inquiry, and to avoid potential prejudice to any future legal proceedings, we cannot answer questions on root cause at this time. We continue to fully cooperate with the DWI in their ongoing investigation.

This was an extremely rare event and we have put in filters and UV treatment at Hillhead reservoir as part of our extensive efforts to remove cryptosporidium from our network. Following receipt of the sample results, we acted quickly to implement the Boil Water Notice to all customers using the Hillhead Service Reservoir, and also extended this to the Alston area on 15th May on a precautionary basis.

Since 15 May, SWW and its contractors worked 24/7 to clean the network, including flushing and ice pigging while also replacing sections of pipework where high velocity flushing was not possible. We also inspected, cleansed, and tested the service reservoirs. We continued sampling throughout these interventions to ensure that the water quality returned to our usually high standards over a period of time and only then did we start to lift the Boil Water Notices in a phased approach.

We have proactively compensated all customers in receipt of a Boil Water Notice, far in excess of the compensation payments within our Customer Promise. We have also worked with the local tourism industry and have compensated both customers and businesses.

What can Torbay Council, Councillors and our residents do to help improve water quality and reduce pollution?

- We have visited 166 food service establishments in the Torbay area to check if Fats, Oils and Greases (FOG) trapping equipment was required and if so ensuring it is in place. 99 sites were found to be compliant or had no requirement and 26 new traps were installed because of the visits. There are ongoing proactive checks of business in Torbay and reactive visits if there are blockages etc. attributed to FOG from food service establishments

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The domestic sewer network protection team have also been active in Torbay targeting areas where there have been reports of issues caused by domestic sewer misuse. We also have the proactive holiday park campaign and are working on a targeted care home campaign across Devon and Cornwall.

Misconnections

- Since 2020 we have identified 7 misconnections in Paignton, 5 of which have been resolved, with 2 awaiting resolution. We have ongoing investigations at a handful of surface water outfalls.
- Torbay Residents can help improve water quality by ensuring their appliances are connected to the foul line and not to the surface water line



Joint campaign with Newquay town council 2023 – Sewer Misuse

WaterFit
water fit for everyone

Help keep Newquay's beaches beautiful

5 ordinary steps to make an extraordinary difference

By keeping the pipes in our sewers clear and free from blockages, and by doing what we can to stop extra water getting into the network, we can all help keep our beaches and bathing waters beautiful.

WaterFit
water fit for everyone

- 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. *Normal orders only, subject to stock.
- 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 and 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.



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Ordinary steps make an extraordinary difference

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Q8 Please can you provide details of the seasonal water tariff pilot being rolled out in Torbay. Is this still mandatory and therefore will any additional costs be waived during the pilot?

We want it to feel rewarding for our customers to use less water. The summer months bring higher temperatures and higher demand so to help protect our environment and make bills fairer we're trialing a new Seasonal Tariff. Customers water will be cheaper in winter, and more in the summer. This tariff will be:

- ✓ **Kind** to the environment because by saving water you can protect reservoirs and the local environment.
- ✓ **Fair** for our customers as those on the trial can save money by using less water.
- ✓ **Supportive** as we can help you save water.

Emily Bulman Director at Ofwat, said:

"We welcome South West Water carrying out this trial and I look forward to discussing with them how customers' respond. It is vital that the water sector becomes more active and inventive in supporting customers who are struggling to make ends meet as well as finding ways to help save water. New approaches on charging can do this."

Our tariffs have been well received and supported by our regulators Please see the opposite the quote from Emily Bulman from Ofwat:

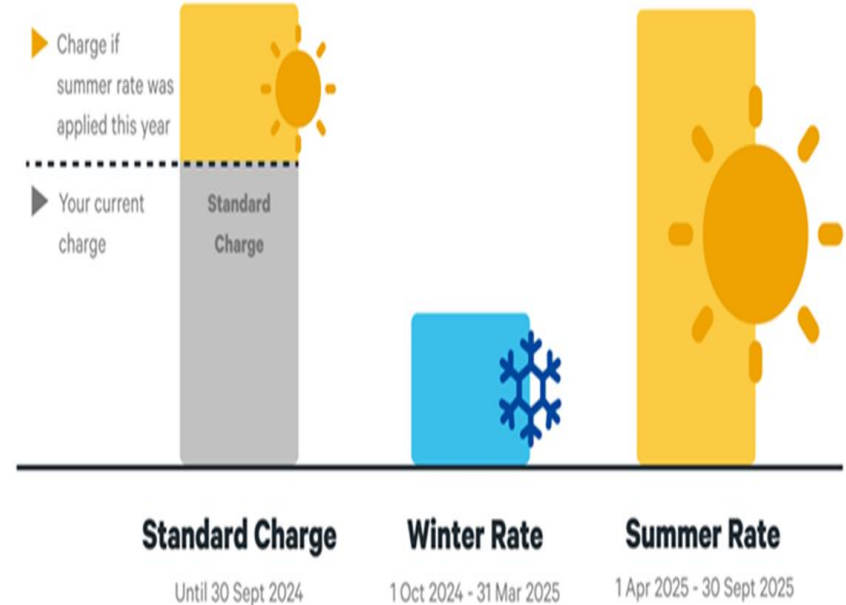
The Seasonal Tariff – How does it work?

The spring/summer and autumn/winter rate applies to the water variable charge only.

Shown below is the 2024-25 charge for both in comparison (£ & %) to the standard rate for 1,000 litres of water (1M3).

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- Standard: £2.07
- Spring/Summer: £3.06 (£0.99 / 48%)
- Autumn/Winter: £1.02 (-£1.05 / -51%)



Useful Links

[National Storm Overflows Plan | Water UK](#)

[WaterFit Live | Rivers and bathing waters | South West Water](#)

[Drainage and wastewater management plan | South West Water](#)

[Water resources management plan | South West Water](#)

Email Address for any Council Enquiries:
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