

South West Water / Torbay Scrutiny Committee meeting

Tuesday 8th
October 2024



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



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





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?

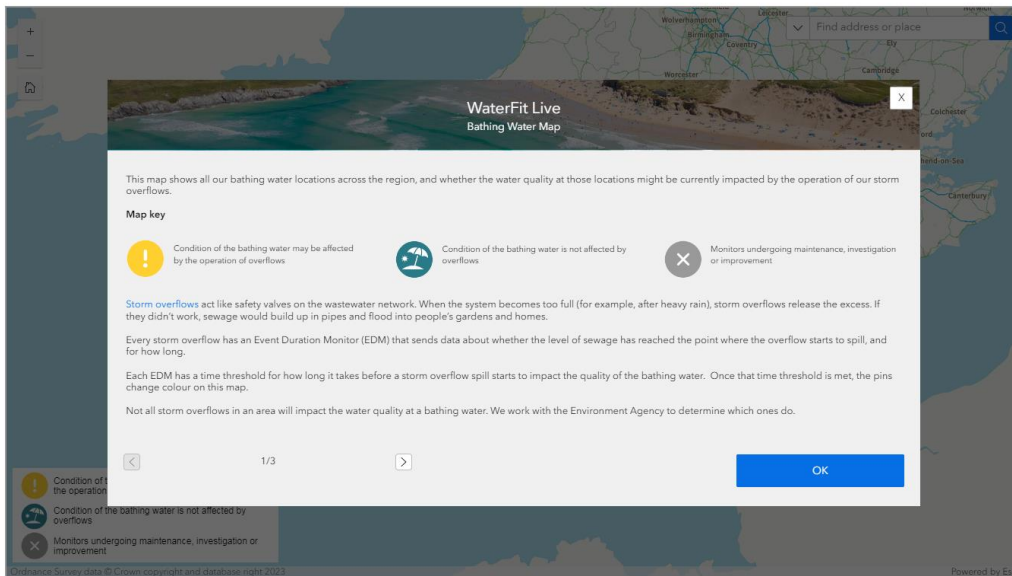
This map shows you all the bathing waters in the area, and whether the water quality there has been temporarily affected by the operation of storm overflows.

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



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.

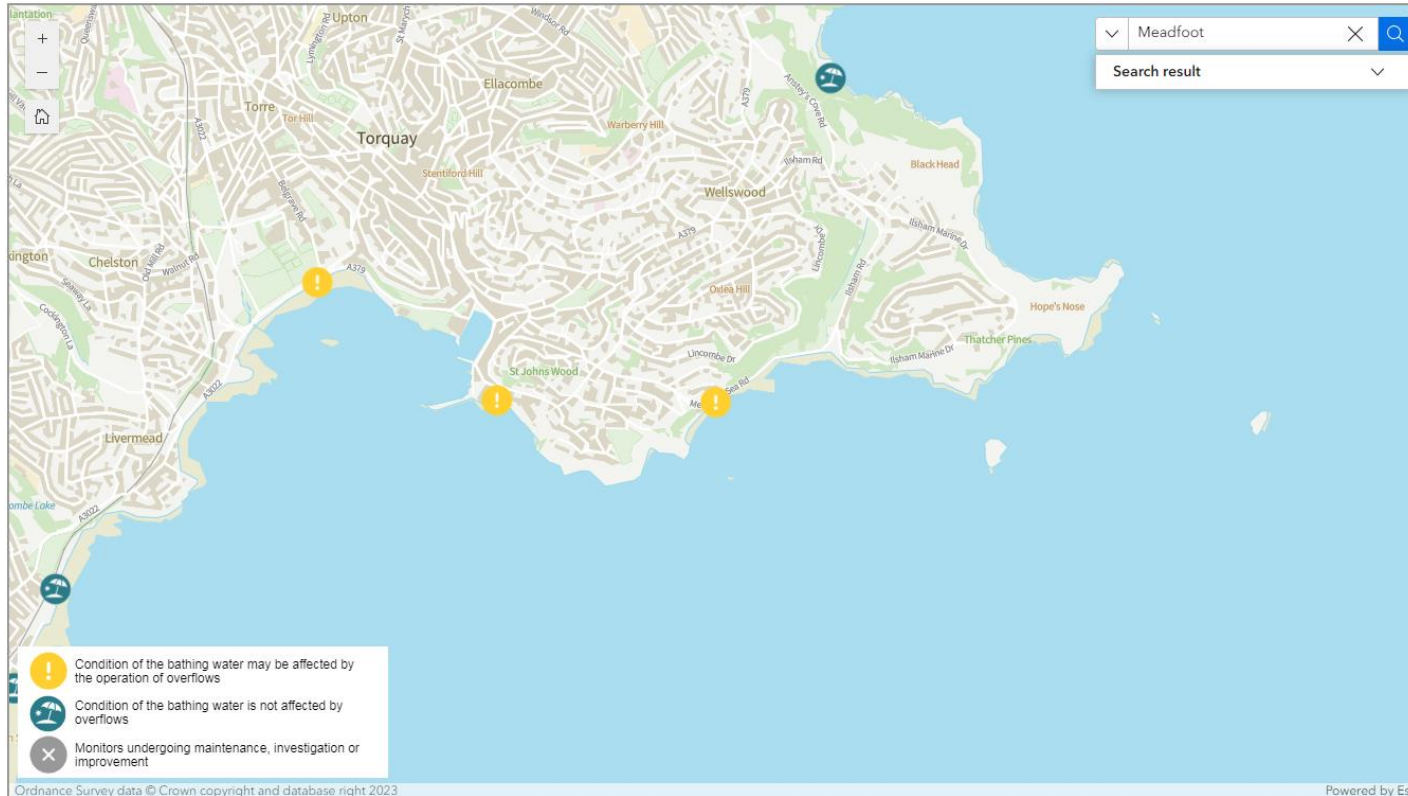
Not all storm overflows in an area will impact the water quality at a bathing water. We work with the Environment Agency to determine which ones do.

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.

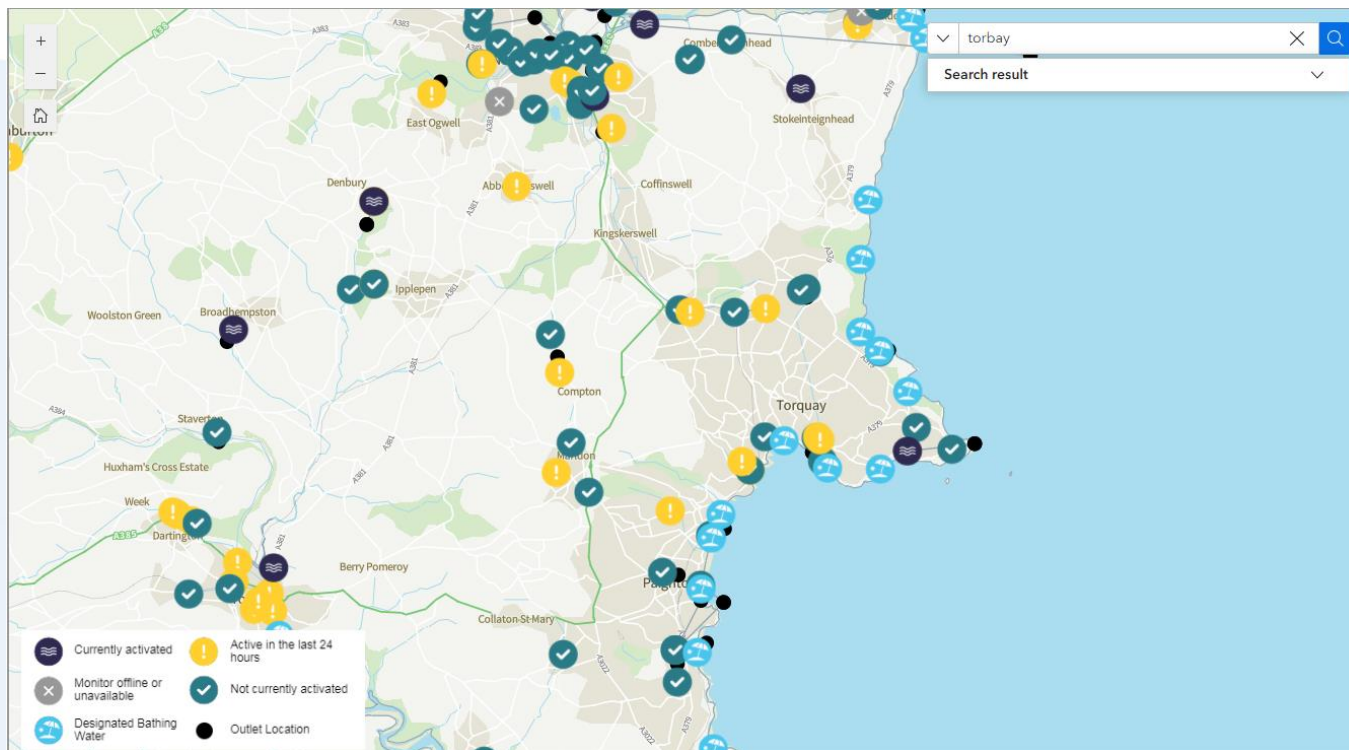
All EDMs send us data at least every 15 minutes (and in some cases, every 10 seconds). Using this, together with other data, we can spot issues in the network, and respond as necessary. We also use this data to model our system and identify areas for improvement.

[CLOSE](#)

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



Storm Overflow Map



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
Maidencombe	Excellent	Excellent	Excellent	Excellent
Meadfoot	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



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.



Current Locations

Bathing Water
Anstey's Cove
Beacon Cove
Bovisand
Budleigh Salterton
Exmouth
Harlyn Bay
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.

We 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.

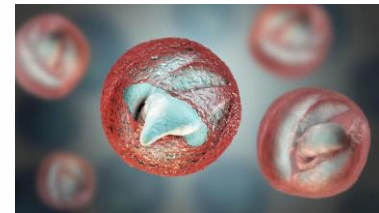
We had an out of home campaign run over the summer months encouraging customers and tourists alike to be more mindful when it comes to water usage and offered water saving tips on our website. Please see the following link for more information: <https://www.southwestwater.co.uk/household/your-services/save-water/visitors>

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
- 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

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 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. *Normal orders only, weather only.
- ### 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.



Help keep Newquay's beaches beautiful

Think garden – think sponge!

Ordinary steps make an extraordinary difference

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.

Help keep Newquay's beaches beautiful

Check it connects

Ordinary steps make an extraordinary difference

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

Only flush the 3Ps

Ordinary steps make an extraordinary difference

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.

Help keep Newquay's beaches beautiful

No F.O.G. down the drain

Ordinary steps make an extraordinary difference

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.

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.

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

Emily Bulman Director at Ofwat, said:

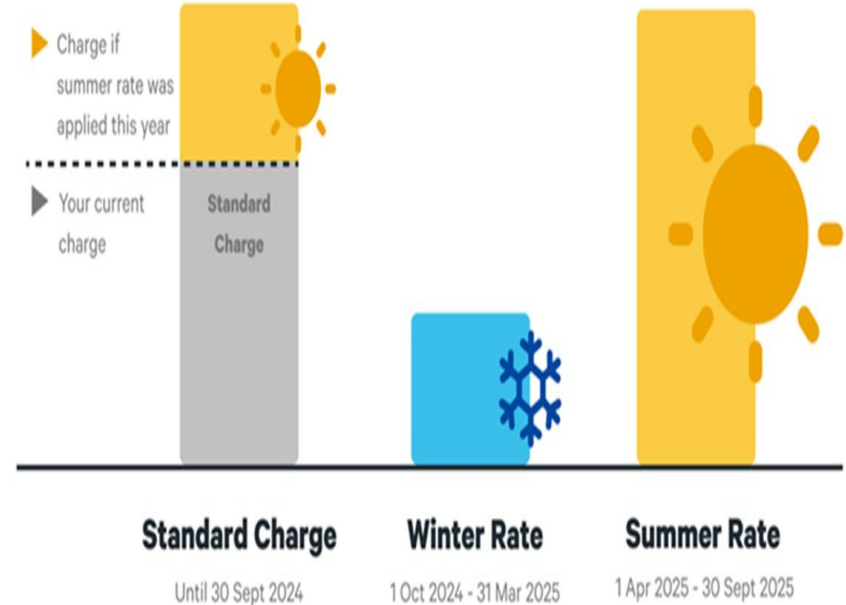
“We welcome South West Water carrying out this trial and I look forward to discussing with them how customers' respond. It is vital that the water sector becomes more active and inventive in supporting customers who are struggling to make ends meet as well as finding ways to help save water. New approaches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

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).

- 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:
councilenquiries@pennon-group.co.uk