

# Meeting summary

## Hampshire Stakeholder Panel

**Thursday 27 April 2017, 09:00 - 14:00 Peel Common Wastewater Treatment Works**

**SW Attendees:** Sam Underwood, Meyrick Gough, Barry Cleasby, Kate Rice, Branwen Rhead

**Panel Members in attendance:** Dave Rumble, Hampshire and Isle of Wight Wildlife Trust  
Paul Walton, New Forest National Park Authority  
Catherine Patel, Environment Agency  
Paul Prowting, Hampshire County Council  
Martin Lowe, Southampton City Council  
Rachel Bailey, Natural England  
Serena Leadlay, Natural England

**Apologies:** Paul José, Wessex Chalk Stream and Rivers Trust  
Nick Measham, Salmon and Trout Conservation  
Cllr Keith Evans, PUSH/Fareham Borough Council  
Bill Welling, Country Landowners Association (Hampshire)  
Moya Grove, Campaign to Protect Rural England

No.	Minute
<b>1</b>	<b>Welcome &amp; introductions</b>
1.1	To ensure attendees were able to talk freely and openly, any comments made during the meeting have not been attributed to individuals.
1.2	A short welcome presentation was given providing an overview of the plan for the day, an update on our future plans, alongside feedback on how we have taken on board stakeholder comments and input from previous meetings and workshops (you said, we did).
<b>2</b>	<b>Tour of Peel Common Wastewater Treatment Works (WTW)</b>
2.1	Panel members were encouraged to use the tour as an opportunity to consider how Southern Water's infrastructure can make a greater contribution to local customers, the economy and the environment over the next 25 years. Particular focus was given to opportunities for innovation / different approaches. Feedback was recorded during the remainder of the meeting, as detailed below.
<b>3</b>	<b>The future of water - our 25 year strategy</b>
3.1	Following a presentation on innovation case studies, the panel discussed how Southern Water could play a greater role in supporting local communities, creating economic growth and improving the environment over the next 25 years.  A range of suggestions were made which have been grouped by theme and summarised below along with comments made by Panel Members:

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	<p>n Working with communities and customers</p> <ul style="list-style-type: none"><li>- Better use of metering to inform customers of their consumption – behaviour change.</li><li>- Education / work with local communities – basic understanding of water use / the water cycle.</li><li>- Education of communities – joining up with other agencies to find ways to bring about behaviour change.</li><li>- More pilot projects, eg Cheriton Water Efficiency, at community level.</li></ul> <p>“Try to enforce to customers about using less water and grey water systems that they could use to wash their car. “Build knowledge and understanding that the treatment and management of water is such a key part of the environment. People need to appreciate that it’s not just a tap and a drain.”</p> <p>“Joining up with communities on behavioural change. “How effective have education programmes been in stopping people from putting things down the toilet? “Educational campaigns can work if they’re partnered.”</p> <p>“Moving water around is quite hard because it’s so heavy. We need to think about what’s going on with grey water and what that could be used for. “On the SW bill it could have a comparison with the local area and whether you are using more or less than other people in your area.”</p> <p>n Funding</p> <ul style="list-style-type: none"><li>- Influencing Ofwat to allow spend eg in reaction to odour complaints.</li><li>- Work with government to provide subsidy for homeowner replacement of cesspits.</li><li>- Investment (capital and revenue) in catchment management.</li></ul> <p>“I work in a local authority. I receive odour complaints linked to Southern Water sites and Southern Water staff say that their spend is controlled by Ofwat. “The problem I have is that someone who has lived next door to a treatment works for 25 years doesn’t complain about odour from the site so nothing gets done.”</p> <p>“Can you link funding to local issues or maybe crowd-fund for solutions locally?”</p> <p>“Developers are benefitting from investment at sites such as Woolston in Southampton but customers are paying.”</p> <p>n Planning and Growth</p> <ul style="list-style-type: none"><li>- New reservoirs, integrated catchment management and new SUDs as part of new development to integrate wildlife and recreation opportunities.</li><li>- New developments should consider rainwater harvesting for grey water.</li><li>- Creation of localised grey water supplies in new developments to reduce freshwater consumption.</li><li>- Consider how to sustainably cope with growth – longer-term discussions at government level.</li></ul>

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	<p>“More than ever, local authorities have to co-operate across company boundaries.            “Some of these are big capital projects within the planning area but the infrastructure that serves them crosses boundaries.”</p> <p>“New reservoirs and recreational opportunities – new wildlife and recreation sites that this area desperately needs.”</p> <p>“Pressure likely due to growth and the many designations we need to protect – that’s not understood by government.            “Environmental permit limitations are tight and getting tighter so where do we go from here?            “Short-term solutions will not always be the most environmentally-sustainable.”</p> <p>n <b>Circular Economy</b></p> <ul style="list-style-type: none"> <li>– Extracting value from the treated water – energy, agricultural, industrial uses for non-potable water.</li> <li>– Healthy harbours, natural capital and recreation and shellfish.</li> <li>– Greater energy recovery on existing and new sites – power to nearby developments.</li> <li>– End use of effluent – industry and agriculture over ten years and drinking water over 25 years to drive down demand.</li> </ul> <p>“At existing sites where there’s a lot of space, can you make more use of it?            “You need to think about the future for water processes but as energy gets more efficient can you use that land for energy recovery?            “Can you think about making a site that has more localised self-sufficiency?”</p> <p>“Export power to local communities.”</p> <p>n <b>Integrated partnership working in catchments</b></p> <ul style="list-style-type: none"> <li>– Integrated approach to water management – flooding, use, quality, quantity.</li> <li>– Solent – valuing ecosystems services properly to drive balanced investment.</li> <li>– More responsible farming to drive down Phosphate, Nitrogen and insecticides and to improve water quality at source.</li> <li>– Data input into catchment management:               <ul style="list-style-type: none"> <li>o More targeted</li> <li>o Business sector, eg arable, outdoor pigs</li> </ul> </li> <li>– Joined-up approach – understanding nutrient reductions / impacts.</li> <li>– Work with Solent / PUSH partnership to determine delivery of development contribution through IWCM / catchment management.</li> </ul>
3.2	<p>The group briefly looked in more detail at ‘working with communities and customers’ and highlighted the following:</p> <ul style="list-style-type: none"> <li>– Awareness starts at school.</li> <li>– Behaviour change needs trust. Customers / stakeholders need to trust SW.</li> <li>– Partnership relationship with customers, rather than company/client – co-operative.</li> <li>– Needs to work at different scales – small localised projects that can be scaled up.</li> </ul>

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4	<p data-bbox="300 510 863 539"><b>Integrated Water Cycle Management (IWCM)</b></p> <p data-bbox="300 566 1358 624">A presentation outlining our ambition to be operating a fully integrated water environment across catchments by 2040 was followed by a question and answer session.</p> <p data-bbox="300 658 643 687">Panel members commented:</p> <p data-bbox="300 719 1241 748">“IWCM has wonderful opportunities in terms of collaborating with stakeholders.”</p> <p data-bbox="300 779 1433 837">“If we demonstrate to customers that we are working more collaboratively with partners then we will get a lot more out of it.”</p> <p data-bbox="300 869 1422 927">“It is potentially a very exciting area of work but it suffers from being quite conceptual and high-level. The challenge is bringing it to life for stakeholders, customers and decision-makers.”</p> <p data-bbox="300 958 1417 1016">“To create and evidence a business case for IWCM, it has got to be brought to life and make it demonstrable.”</p> <p data-bbox="300 1048 962 1077">Panel members then fed back on the 10-step approach:</p> <p data-bbox="300 1108 1409 1205">“How do the early steps, particularly steps 1-3, fit in with the Catchment Partnerships work in different areas? A lot of that work might already have been done, not necessarily by Southern Water.”</p> <p data-bbox="300 1236 1417 1332">“What’s the established, formal output of this? Will it be different for each catchment? “Southern Water’s needs may be different from some of the partners’ needs. Your driver might be added resilience or need for abstraction.”</p> <p data-bbox="300 1364 1401 1422">“Vineyards are one of the highest users of insecticides, carrying out something like 19 sprays per year.”</p> <p data-bbox="300 1453 1437 1512">“Pilot schemes should be promoted through the Catchment Partnerships and updates should go out regularly too.”</p> <p data-bbox="300 1543 692 1572">“Help us to interpret the outputs.”</p>
5	<p data-bbox="300 1592 512 1621"><b>Closing remarks</b></p>
5.1	<p data-bbox="300 1650 1353 1709">The valuable feedback and insight provided during the meeting will be used to inform the development of our future plans.</p> <p data-bbox="300 1740 1433 1798">We will use the next meeting to feedback any developments from within the business and delve into some of the issues discussed in the April meeting in more depth.</p>
5.2	<p data-bbox="300 1816 863 1845">The next meeting will be held on 20 June 2017.</p>